



Financial Management Action Plan Homework

Homework is due the Monday of the week before you return for Parts Class

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Composite Data Reference: Depart: Service. **Page:** 29 **Column:** Jan/Feb 2019 **Line:**
Total Service Gross % Sales

GOAL WRITING

Example: I decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2019.

What is your Goal?

Increase service gross profit return on sales from 64% to 69% by July 2019.

How do you plan to achieve your goal:

Review each category relevant to service gross profit return on sales, compare our numbers to guide numbers, and identify our weaknesses.

How will you track your progress? What measurements, KPI's? (think about current vs past measures)

We will calculate and review each category weekly to identify what we can possibly tweak or change. KPI's are Labor Costs and margin percentages

The benefits of achieving this goal will be:

Improved service breakeven and overall profitability.

Take Action!

Potential Obstacles

Decreased employee morale

Lost business

asap

Potential Solutions

Thorough communication

Communicate changes to customers

Friction between departments
up front

Communication between departments

Who on you staff will need to be involved to accomplish this goal:

Dealer principle, service manager, used and new car manager, Service advisors, parts manager, technicians.

Specific Action Steps: *What steps need to be taken to get you to your goal?*

What?

Expected Completion

Completed

-Change internal labor rate from \$85 to \$109
2019

March 2019

March 25,

-Train and mentor apprentice techs to do more internal work
Started Febuary 1.

On Going

-Establish incentice pay plans for apprentice techs to do
Internal & warranty work more efficiently.

April 1

April 1