Financial Management Action Plan Homework

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

Student Name: __Manuel Rodriguez_____   **Academy Class #:** _N350_____

Composite Data Reference: Depart:<u>N350- MARCH TOTAL DEALERSHIP VARIABLE EXPENSES</u> **Page:** <u>53</u>**Column:** <u>10</u> **Line:** <u>A</u>

GOAL WRITING

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

What is your Goal? <u>Reduce the average dollar amount of the average police expense by 30%.</u>

<u>from?</u> $<u>5,113 MARCH 19 FS/ $7,164 February 19 FS-more accurate number to measure</u> to? $3,579/ $5,647 which would be under the number of $5,647- BOC Nissan March 19 FS by? <u>JUNE 2019 FINANCIAL STATEMENT</u>

How do you plan to achieve your goal:

<u>The goal of reducing the average policy expense by 30% will start by having a two step verification process by the closing manager and the finance manager. Once a customer closes the Sales Consultant will generate a Due Bill. Once the Due Bill is singed by the customer. The Sales Consultant will hand the due bill to Closing Manager. Closing Manager will then review it with the Customer and ask is there anything that was promise that is not on due bill. Closing Manager will then sign if everything checks out or will bring Sales Consultant and verify if there was an agreement for the missing items on due bill. The missing items will then be added to due bill and dollar amount will be added to the backside of the deal, the adds to cost . Finance Manager will follow same process as closing manager once customer's are in the business office. This will eliminate the biggest issue of after the fact situations.</u>

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

Once the deal is turned in the accounting assistant will load the customer's due bill onto a folder titled Due Bills. The due bill will be saved with Stock # and customer's last and first name. The Due Bills Folder will be saved in our General Sales- Sales Folder- Due Bills Folder. The General Sales Manager will then verify each saved due bill. Current acces to the Due Bills folder has been given to Sales and Finance Managers, along with the Parts Manager and Service advisors. If a customer shows up after the fact stating that they are missing or are waiting for an item. Each department will be able to have the appropriate discussion with the customer.

The benefits of achieving this goal will be:

Minimizing expenses that should have been initially properly accounted for. With a verified due bill it will be easier for the dealership personal to be able to give the customer an explanation of the dealership's process and procedure for after the sale items. There will be unforeseen policy adjustments that occurred. The idea is to eliminate shortcuts and carelessness by properly accounting for items that have been promised. We can also track if a sales consultant is consistently making promises without manager approval.

Take Action!

Potential Obstacles	Potential Solutions
Resistance by Sales Consultants_____	Benefit of higher customer satisfaction___
Resistance by Sales Manager _____	Explain benefit of less chargebacks____
Fear of losing deal over emphasis of due bill__	Process minimize misunderstandings__
Lack of communication between departemts __	Time efficiency by checking Due bill____
_____	and confirming if something is owed___
_____	_____
_____	_____

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

Cooperation and buy in needs to be by all members of the sales, financing, accounting, service; and parts department.

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

What? Completed	**Expected Completion**
Due Bill folder in General Shares- Sales Folder__ **March 19th, 2019**	**March 19th, 2019**
Understanding by Closing & Finance Manager__ **March 19th, 2019**	**March 19th, 2019**
Sales Consultants knowing two Managers will __ **March 21st, 2019**	**March 21st, 2019**
Verify due bill with customers _____ **_____**	**_____**
Verifcation of loaded due bills/_ _____ **posts**	**Daily_____ After deal**
Service & Parts verification when situation arises **TBD per situation**	**TBD per situation _**