



Financial Management Action Plan Homework

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

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Academy Class #: A03

Composite Data Reference: Depart: SERVICE Page: 33 Column: 5B Line: _____

GOAL WRITING

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

What is your Goal? MY GOAL IS TO GET OUR TECHNICIAN EFFICIENCY
from? 113% to? 135% by? JUNE 30TH 2019

How do you plan to achieve your goal:

FIRST THROUGH AWARENESS AND COMMUNICATION. WE WILL MAKE SURE THAT ALL SERVICE EMPLOYEES ARE FULLY AWARE OF OUR MISSION AND HOW WE PLAN TO ACHIEVE IT. HIRE AND CREATE 2 POSIT

① PARTS RUNNER ② SERVICE PORTER (OR COMBINE THE 2)
How will you track your progress? What measurements, KPI's? (think about current vs past measures)

I WILL TRACK THE PROGRESS ALONGSIDE WITH MY SERVICE DIRECTOR. WHERE WE SEE ANY TRENDS OR INCONSISTENCIES WE WILL ADDRESS ASAP AND BE SOLUTION MINDED ON MOVING (-) TRENDS - WEEKLY PROFICIENCY REPORT IN A POSITIVE DIRECTION.

The benefits of achieving this goal will be:

INCREASE SERVICE GROSS PROFIT, DECREASE TURNOVER IN THE TECHNICIAN POSITION, INCREASE FLOW THROUGH TO THE NET, DECREASE CUSTOMER WAIT TIMES, HIGHER C.S.I.

Take Action!

Potential Obstacles

STAFFING 2 NEW POSITIONS
TECHNICIAN TURNOVER

Potential Solutions

RETAIN AND HIRE THE RIGHT EMPLOYEES.

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

SERVICE DIRECTOR, SERVICE ADVISORS, TECHICIANS, PARTS STAFF,
LOT PORTER (DUAL)

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

What?	Expected Completion	Completed
<u>IMPLEMENT NEW PROCESS</u>	<u>JUNE 30TH, 2019</u>	<u>_____</u>
<u>TRAIN ON PROCESS</u>	<u>JUNE 30TH, 2019</u>	<u>_____</u>
<u>HIRE PARTS RUNNER</u>	<u>JUNE 30TH, 2019</u>	<u>_____</u>
<u>HIRE SERVICE PORTER</u>	<u>JUNE 30TH, 2019</u>	<u>_____</u>
<u>_____</u>	<u>_____</u>	<u>_____</u>
<u>_____</u>	<u>_____</u>	<u>_____</u>
<u>_____</u>	<u>_____</u>	<u>_____</u>

Anthony Albury

From: Chad Dalton
Sent: Wednesday, May 15, 2019 6:37 PM
To: Anthony Albury
Subject: PROFICIENCY

	HRS TURNED	HRS WORKED	PROFICIENCY
HUNTER LONG	227.07	207.92	109%
BEN WHEELER	302.4	239.68	126%
STEVE REID	298.8	259.5	115%
WILL DONAPHIN	135.5	168.3	81%
CARL BENJAMIN	163.1	218.33	75%
MAC LITTELL	262.8	209.97	125%
JOEY JOHNSON	356.5	247.48	144%
SHOP	1746.17	1551.18	113%



GOAL
132%

Thanks,
Chad Dalton
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