



# Financial Management Action Plan Homework

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

Student Name: Colby Peterson

Academy Class #: N352

Composite Data Reference: Depart: Service Page: 29 Column: 2 Line: A

## 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 Sales to Break even Sales Dollars  
from? \$161,445 to? \$191,506.43 by? September 1, 2019

~~How do you plan to achieve your goal:~~

Currently I am without a service Manager, I am going to fill the position & install i-service (video M.P.T.) Part of our Friday Service Meeting we will perform P.O. Analysis on 20 Random Repair orders.

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

Hours Per CPRO, Gross Profit %, Effective Labor Rate, Sales Dollars per Repair order.

The benefits of achieving this goal will be:

I will increase total store profitability as well as fixed Absorption. Less Sales Dependency Means - Sales can afford to put more units in operation.

Take Action!

Potential Obstacles

Personell

Potential Solutions

Management

# Scheduling

Available Hours

Sales Dollars per C.P.R.O.

No Major open Recall

# Training

Technician Proficiency

Multi Point Inspections

Specialized Recall Campaign

Increased units in operation (UIO)

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

Service Manger, Asst. Service Manager, 4 advisors, 2 Shop foreman  
Myself, General Manager &

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

What?

Expected Completion

Completed

Weekly Repair order Analysis

Every Friday

✓

Hire new Service Manger

May 1, 2019

May 18, 2019

i-Service Install

May 1 2019

May 1, 2019

Organized Sales Training

Every other Sunday 10-2P

4X <sup>Completed</sup>  
4 times since  
met 1!