



## Financial Management Objective Homework

**Student  
Class #**

JOE HANER

**Name:**

N326
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**Academy**

***I plan to accomplish the following objective  
our next class on:***

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**by**

**Provide the relevant  
composite data**

Department	Month	Page	Column
SERVICE			

<b>Action plan for achieving objective</b>
<p><b>What is the area of focus?</b>    <i>INCREASE IN FLAT RATE HRS THROUGH CHANGING OUR PROCESS IN SERVICE &amp; PARTS VIA PARTS DISTRIBUTION TO TECHNICIANS.</i></p>
<p><b>What is the proposed plan? How will you achieve it?</b>  <i>CLOSING THE BACK PARTS COUNTER &amp; IMPLEMENTING A PARTS RUNNER FOR TECHNICIANS. THE PARTS RUNNER WILL HAND DELIVER THE NECESSARY PARTS TO TECHNICIANS IN AN EFFORT TO CLOSE THE BACK PARTS COUNTER. IN ORDER TO ACHIEVE THIS, WE WILL IMPLEMENT THE MANDATORY USE OF THE SERVICE PRICING GUIDE WITH OUR SERVICE ADVISORS &amp; DISPATCHER. THE SERVICE PRICING GUIDE WHEN USED BY THE ADVISORS WILL SHOW THE PARTS NEEDED FOR THE JOB &amp; IF THEY ARE IN STOCK. WHEN THE SERVICE PRICING GUIDE IS USED, IT WILL GENERATE THE PARTS REQUIRED ON THE RO IMMEDIATELY &amp; PUSH IT TO PARTS WHEN THE JOB IS SOLD. WITH THE PARTS COMMUNICATED TO THE PARTS COUNTER, THE RUNNER WILL PULL THE NECESSARY PARTS, PLACE THEM ON A CART AND HAVE THEM DELIVERED TO THE TECHS STALL.</i></p>
<p><b>How will you track your progress? What measurements, KPI's? How often will you track?</b></p>

IN ORDER TO ACURATELY TRACK OUR PROGRESS, WE WILL TRACK OUR RO'S FROM THE MONTH PRIOR TO US IMPLEMENTING THE PARTS DELIVERY PROCESS & COMPARE IT TO THE MONTH OF US USING THE NEW PARTS DELIVERY PROCESS. WE WILL BE ABLE TO SEE INCREASED HOURS PER TECHNICIAN, WHEN COMPARING SIDE BY SIDE MEASUREMENTS. WE WILL TRACK THIS AFTER EACH WEEKS BUSINESS, AND A TOTAL FOR EACH MONTH.

**Who are the employees that will be involved, or impacted? Will they require training or assistance?**

THE EMPLOYEES INVOLVED IN THIS NEW PROCESS WILL BE: SERVICE MGR, SERVICE ADVISORS, TECHNICIANS, PARTS MGR AND PARTS COUNTER EMPLOYEES, & THE FLAT RATE TECHNICIANS. TRAINING & ACCOUNTABILITY WILL BE NEEDED FOR ALL EMPLOYEES INVOLVED TO IMPLEMENT THE PROCESS AND HAVE IT WORK EFFICIENTLY AND EFFECTIVELY.

**Is there a cost, or estimated cost for implementation?**

THE ONLY COSTS ASSOCIATED WITH THIS PROJECT WILL BE:  
 DELIVERY CART x 2: \$500  
 HOURLY WAGE EMPLOYEE: \$10/hr 40/HRS WEEK \$2800/MO WITH BENEFITS

**Projected date of completion? AUGUST 1ST**

<b>Jan.</b>	<b>Feb.</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>