



Financial Management Objective Homework

**Student
Class #33**

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Name:

N327

Academy

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

Improve service dept .
effective labor rates

by

**Provide the relevant
composite data**

Department	Mont h	Page	Colum n
#30 Service labor and sales & gross analysis	June	30	7

Action plan for achieving objective
What is the area of focus?
I will focus on increasing our effective labor rates and overall labor rate %
What is the proposed plan? How will you achieve it?
I will speak to the service director,COO,director of operations and owner on raising the internal labor rate on MIC pre-owned service repairs. I will also counsel my service manager on the reduction of discounts applied to CP tickets and to maximize the correct technician(Pay rate vs experience) for the jobs being performed.
How will you track your progress? What measurements, KPI's? How often will you track?
I will run weekly reports to be able to evaluate the discounts given per RO and also review if we are maximizing the recommend maintenance schedule recommended by both manufacture and miles that apply.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Service manager, service advisors and technicians. And yes we have a meeting outlining the approaches and requirements to obtain our goals.

Is there a cost, or estimated cost for implementation?
Yes possible hiring of additional staff to achieve these goals
Projected date of completion? Sept 2017

Jan.	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.