



Financial Management Objective Homework

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Academy 322-19
Class #

I plan to accomplish the following objective by our class on: MAY 8TH, 2017 **next**

Provide the relevant composite

Department	Month	Page	Column
SERVICE DEPT	DEC	32	2B

data

Action plan for achieving objective											
What is the area of focus?											
IMPROVE CUSTOMER LABOR SALES PER REPAIR ORDER FROM \$80 PER RO IN 2016 TO \$88 BY MAY 8 TH 2017											
What is the proposed plan? How will you achieve it?											
1) CONDUCT WEEKLY ADVISOR TRAINING IN THE QUICK LANE DEPARTMENT AND MAIN SERVICE DEPARTMENT USING INSPECTION BASED SELLING, AND PRODUCT KNOWLEDGE WHICH WILL IMPROVE TOTAL DOLLARS PER REPAIR ORDER AS WELL AS TOTAL SHOP HOURS SOLD.											
Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
2) SERVICE MANAGER OR QUICK LANE MANAGER MUST AUTHORIZE ALL DISCOUNTS ON REPAIR ORDERS.											
3) ESTABLISH TOTAL SHOP HOUR GOAL FOR BOTH MAIN SERVICE AND QUICK LANE.											
4) PERFORM MARKET PRICE STUDY TO ENSURE OUR MARGINS ARE PROTECTED.											
5) REVIEW CURRENT PAY PLANS TO IDENTIFY ANY OPPURTUNITIES.											
How will you track your progress? What measurements, KPI's? How often will you track?											
1) QUICK LANE MANAGER AND/OR SERVICE MANAGER WILL DAILY REVIEW DISCOUNTED REPAIR ORDERS.											
2) WE WILL TRACK TOTAL SHOP HOURS DAILY, WEEKLY, AND MONTHLY ON A WHITE BOARD IN BOTH THE QUICK LANE AND MAIN SERVICE DEPARTMENT.											
3) RUN "RAP" REPORT WEEKLY FROM CDK AND REVIEW PERFORMANCE WITH SERVICE ADVISORS.											
Who are the employees that will be involved, or impacted? Will they require training or assistance?											
SERVICE MANAGER, QUICK LANE MANAGER, AND ADVISORS WILL BE IMPACTED. SERVICE ADVISORS AND TECHNICIANS WILL REQUIRE ADDITIONAL TRAINING.											
Is there a cost, or estimated cost for implementation?											
THERE IS NO COST FOR IMPLEMENTATION											
Projected date of completion? MAY 8 TH , 2017											