



Financial Management Action Plan Homework

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

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GOAL WRITING

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

What is your Goal? Increase customer pay labor from 48,121 to 58,121 by? Utilizing our upsell analysis and tracking our recommendations to customers thru R&R. NO MORE handwritten estimates!

How do you plan to achieve your goal:

This goal is to connect all service and parts employees to work as a team and not do the bare minimum. Customer pay is the most profitable type of labor and parts sale. It is also the hardest to get employees to sell since everyone wants to do the warranty work (gravy) for the customer. We can utilize a product we were incentivized and forced to install in our DMS. It helps track and store our recommendations that would be forgotten about on the back of the RO. My goal is to have everyone from the technician (where it started) to the service advisor be on board. I will show them the value of this process.

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

I will put the procedures in place by showing each employee, how to use it and the benefits that come from it. My KPI's will be tracking the customer pay labor sales each month and make sure we are moving the needle in a positive direction. The reports that come from this service (Advanced Service) show me which technicians are using the system and entering CP recommendations for the advisor to sell.

The benefits of achieving this goal will be:

By having the CP recommendations in the DMS we will be able to call the customer and try to sell the service again if declined. If that fails, we can try again IMMEDIATELY on the drive. It might not be something the customer/advisor can see right away. It

gives the advisor another opportunity before the RO is written up and can be added with the quote already attached.

Take Action!

Potential Obstacles

Potential Solutions

Push back of new procedures and policies

Buy In by incentivizing

Lack of motivation

Showing the positives of

the extra step

Old habits

Make it mandatory

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

Service and parts managers. All Technicians, counterman and service advisors.

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

What?

Expected Completion

Completed

Demonstrate and explain new procedure for

CP recommendations. Teach each employee how to

use and apply.

February 1st - 8th

Follow up on the procedures by randomly stopping in

advisors' offices and examining the ROs to make sure

there are no handwritten estimates.

February 21st

See how 1st month went with each advisor and technician

to make sure the process is still being used.

March 1st

Look at the progress in 1st quarter. Sit with my

service manager and show him the positives

of this new feature and process.

April 1st

**Walk thru the shop and advisors' offices to
check ROs and make sure the estimates are
still being entered into the computer.**

Random day monthly

Look at the data for increasing CP labor numbers.

More chances to sell and make more money!

1st of every month
