



Financial Management Objective Homework

**Student
Class #**

Matt Hazen

Name:

N323-
25

Academy

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

Accurate Service
Flat-Rate Proficiency

by

**Provide the relevant
composite data**

Department	Mont h	Page	Colum n
Service	Dec	33	6B

Action plan for achieving objective
What is the area of focus? Accurate figures reported on our flat-rate proficiency calculations in
order to establish a scoreboard that is monitored on our dealer statement as well as in the shop
on a weekly basis- Put the score on the technician dry erase board in breakroom
What is the proposed plan? How will you achieve it? Properly report the supplemental numbers
on our dealer statement. Monitor the shop proficiency on a weekly and monthly basis. Make Service
and Parts staff bonuses based on shop efficiency instead of gross sales to achieve an increase in
proficiency throughout the shop.
How will you track your progress? What measurements, KPI's? How often will you track?
Calculate proficiency weekly and monthly, put calculations on the dry erase board in the Technician
breakroom.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
All Parts and Service staff will be bonused off of Technician Efficiency which will increase the

shop proficiency. All staff is trained already, shifting their bonus will shift their focus.
Is there a cost, or estimated cost for implementation?
No cost involved, just have to rearrange their bonus money to shift their focus to shop production
Projected date of completion? February 28th, 2017

Jan. 103.9%	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.