Financial Management Objective Homework

Student Name: John Stanko **Academy Class #** 326

I plan to accomplish the following objective by our next class on: Increase Total Absorption from 69% to 75%

Provide the relevant composite data

Department	Month	Page	Column
Service/All	June 17	D	7A

Action plan for achieving objective
What is the area of focus?
Service Profitability/All Expenses
What is the proposed plan? How will you achieve it?
Increase service profitability by increasing labor hours. Train Service Advisers on selling techniques. Make sure all service customers receive complete walk around to catch additional issues, offer all suggestions from diagnostic. Add POP displays to remind customers of benefits of updating wipers and other misc items
Decrease expenses by re-evaluating all vendors and sending RFP's to all vendors and competitors to find best possible values. Consider cutting third party lead providers who are not providing positive ROI (analysis from CRM data)
How will you track your progress? What measurements, KPI's? How often will you track?
Total Dealership Expenses, Total Absorption, Service Gross Profit, Service Hours per RO
I will check these KPI's every month to ensure our total absorption is being increased every month. Reducing expenses and increasing fixed profitability will get us closer to our goal of 75% by the end of 2017.
Who are the employees that will be involved, or impacted? Will they require training or assistance?

Myself (RFP, Analysis), Service Advisers (Training), Service Manager (Training and active monitoring)
Is there a cost, or estimated cost for implementation?
Just time invested in training, RFP processes, and active management
Projected date of completion? **December 31 2017**

Jan.	**Feb.**	**March**	**April**	**May**	**June – 68.99**
July	**Aug.**	**Sept.**	**Oct.**	**Nov.**	**Dec.**