



Financial Management Objective Homework

Student Chris Wallace **Name:** 328 **Academy**
Class #

I plan to accomplish the following objective 9-30-17 **by**
our next class on:

Provide the relevant composite data

Department	Mont h	Page	Colum n
Service	June	4	25

Action plan for achieving objective
What is the area of focus? Reduce Service policy
<p>What is the proposed plan? How will you achieve it? 1) Installed a comeback policy for technicians to encourage proper diagnosis the 1st time, Installing Cameras on the lot to get accurate accident reports. Locked Discounting so any mistake must be approved by the manager. We are also collecting all ro's that need coaching and reviewing with the advisors individually to prevent the mistake from happening again. Decrease the size of the rental fleet and ensure all rentals are charged out.</p>
<p>How will you track your progress? What measurements, KPI's? How often will you track?</p> <p>We will review tickets weekly with advisors. We will monitor the discounts report. We will compare month over month totals to prior month. Track rental utilization closer to ensure proper fleet size</p>
<p>Who are the employees that will be involved, or impacted? Will they require training or assistance?</p>

Service Manager will be involved and I the entire store will be impacted.
Is there a cost, or estimated cost for implementation? The cost will be the cameras we are waiting on quote currently
Projected date of completion? Ongoing however we should see significant impact on the September end of Q3 statement

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