



Financial Management Objective Homework

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Class #: 328
Academy:

I plan to accomplish the following objective our next class on:
11//10/2017
by

Provide the relevant composite data

Department	Month	Page	Column
New car			

Action plan for achieving objective
What is the area of focus? Decrease time spent in showroom. Currently we are at 3.7 hours
What is the proposed plan? How will you achieve it? Reduce time spent in showroom with a hope that it will help increase customer satisfaction. 12 month rolling CSI is 96.08
How will you track your progress? What measurements, KPI's? How often will you track? Progress will be track weekly. There is a report in vinsolutions called (Showroom visits length and performance) it allows us to track and quantify time spent in showroom. This report includes all visits not just people that are sold. The report can be ran at any time of the month.
Who are the employees that will be involved, or impacted? Will they require training or assistance? All new car sales personnel, sales managers, and finance managers. We are constantly reminding sales personnel to end their visits. Now we are making it mandatory for managers to end all visits after TO's and exit interviews at delivery.
Is there a cost, or estimated cost for implementation?

We made an investment last month into the purchase of surface pro 3's. This has allowed our sales people to become mobile on the sales floor. \$6000 was total cost.

Projected date of completion? (1 month OCT 2017)

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