



## Financial Management Objective Homework

**Student** Richard Cates **Name:** 329 **Academy**  
**Class #**

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

**Provide the relevant composite data**

Department	Month	Page	Column
Service Sales & Gross	8	31	12

<b>Action plan for achieving objective</b>
<b>What is the area of focus?</b>
Improving fixed ops efficiency and gross.
<b>What is the proposed plan? How will you achieve it?</b>
Get with our DOM and request an increase in Warranty labor rate. Get with my Service Manager and
Techs to inform them of what we expect them to accomplish daily. Train the parts reps to quote
Correctly and mark-up sublets 35%. Have our BDM calling on all declined repairs.
<b>How will you track your progress? What measurements, KPI's? How often will you track?</b>
Check daily on the technician's efficiency. Goal of 10 flag hours daily/tech.
Daily I will look at RO Time through Reynolds
<b>Who are the employees that will be involved, or impacted? Will they require training or assistance?</b>
Technicians, Parts reps, Service writer and service manager, Dealer and GM from a net profit
Stand point.
<b>Is there a cost, or estimated cost for implementation?</b>
There is no expense.
<b>Projected date of completion? Tech efficiency will be quickly. The warranty labor rate increase will happen after the DOM reviews our</b>

**RO's.**

<b>Jan.</b>	<b>Feb.</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>