



Financial Management Objective Homework

Student Dave Tomczyk **Name:** N329 **Academy**
Class #

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

Increase Service
Customer pay &
Internal rates

by

Provide the relevant composite data

Department	Month	Page	Column
Service	August		

Action plan for achieving objective
What is the area of focus?
Increase service internal and customer pay rates.
What is the proposed plan? How will you achieve it?
We already have the lowest customer pay hourly rates within a 7 mile radius. We will continue to increase the rate by \$2-\$3 per month until we see a push back by the customer.
How will you track your progress? What measurements, KPI's? How often will you track?
Monitor customer surveys, monitor service ELR, monitor used car grosses, continue to get quotes from surrounding dealers to ensure we are not priced too high
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Used car manager and service manager are impacted and need to stay updated
Is there a cost, or estimated cost for implementation? No cost increase
Projected date of completion? August - but somewhat ongoing

Jan.	Feb.	March	April	May	June
-------------	-------------	--------------	--------------	------------	-------------

July Success / banked \$8400 / used gross dropped about 200/copy	Aug. Success / banked \$9300 / used gross came back to normal	Sept.	Oct.	Nov.	Dec.
---	---	--------------	-------------	-------------	-------------