

SERVICE OPERATIONS ASSIGNMENT – ACTION PLAN

- S** Specific
- M** Measurable
- A** Achievable
- R** Relevant
- T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? To what date?
 Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2020."

S M T

We will go from 8 Service Advisors to 11 Service advisors. We need to give more time to each advisor with their customers to sell. the advisors are seeing 28 customers a day and we would like to get that closer to 20 by 10/31/20

How does this goal align with or support your dealer's vision?

What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
 Why is this goal important to you?

R

This goal aligns with our Dealers vision we have recently moved our recording center to offsite and now have more bays. Giving the writers more time to sell will improve the shops GROSS PROFIT. If we do not add the writers we will not have enough work for the newly expanded shop. the goal is important because the owner wants growth in service and we have invested a lot of money to do so.

FIXED OPERATIONS 2 – SERVICE

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve?

For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.



SPECIFIC ACTION/ STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECK POINT DATES
Place an ad ON internet	HR wants to set interviews	ROSIE	10/1/2020	10/15/2020
Set up interviews for service manager	HR	ROSIE	10-7-2020	10/15/2020
Second Round of interviews	HR	ROSIE	10-12-2020	10/15/2020
Go through on Boarding	HR	ROSIE	10-15-2020	10/15/2020
Training	Service manager	ROSIE	10/25/2020	10/30/2020

SERVICE OPERATIONS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

S M A T

We have a Google Sheets Report that the manager updates daily with production. Also the number of customers seen in a day

Potential Obstacles?

A

getting good people hired and through the onboarding process

Potential Solutions?

A

Keep running ads to find the right people. also place a spiff for referrals.

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

S M R T

We believe we can pick up a minimum of 200K

CONGRATULATIONS! You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

S A

We will continue to update the Google sheet log every day tracking the progress.