

Synopsis

Overall, we have a pretty good team. However, we can all use some improvement. Our ELR is \$21.60 less than it should be. We can improve this by taking away the ability for advisors to discount the RO's. We will also be doing daily RO studies to make sure that the labor grid is being used.

A new pay plan for advisors is in the works. It will incorporate CSI scores. I feel that this will give the advisors a chance to earn a little more money and increase our scores.

Training is very important in everything that we do. We will make sure that all employees have the training that is needed.

It's hard to repair a vehicle without the parts that are required. We will work together to ensure that we have the parts that are needed. If we do not have them in stock, we will obtain them the fastest way possible.