



Financial Management Objective Homework

**Student
Class #**

TJ Joyce

Name:

N329

Academy

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

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by

**Provide the relevant
composite data**

Department	Month	Page	Column
Service			

Action plan for achieving objective
What is the area of focus?
Service walk around accountability measures
What is the proposed plan? How will you achieve it?
Formal walk around doc that includes previous service recommended, customer intentions with car,
Tire tread depth, basic walk around measures.
How will you track your progress? What measurements, KPI's? How often will you track?
Sheets will be turned in daily and pinged against total visits. A scorecard will be filled out by warranty
Admin for each adviser on the drive. Missing sheets or section will be noted and measured.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Service director is responsible for making this go off. Advisers are required to complete them.
Warranty admin is responsible for completing the metrics. Training will be light.
Is there a cost, or estimated cost for implementation?
There is zero cost associated with this endeavor.
Projected date of completion? Draft 1 complete. Full rollout November 1.

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