

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? By what date?
 Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2020."

S M T

My goal is to increase our technician proficiency by at least 15% by June 1 2021

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 supports our dealerships vision to always be looking for ways we can improve with making small changes in our service departments that increase our productivity & bottom line.

Achieving this goal by June, as our area is highly tourist driven in summer months, will greatly benefit our technicians with increases FRH while still being in the store the same amount of hours. Increases sales & gross profit for the service department which directly affect the advisors & managers pay. Our long term benefits will be more continued sales generated, higher technician values, and the possibility for less or reconfiguring our staffing which can decrease our unapplied labor.

I believe the consequences of not continually looking for "low hanging fruit" in my department that we can improve on leads us to become complacent. Always striving to do better keeps us moving in a progressive direction and utilizing the small changes to lead us to large gains.

This is an important goal for me as this area will have a positive affect on the entire service department from technicians to advisors to owners. It is also a stepping stone to establish team work and camaraderie between both service & parts departments.

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 |
|--|---|-----------------------|--|---------------------------------|
| Set individual tech goals | Technician Perf Report from DMS | Service Director | Review and answer questions and goals with techs | April 1 |
| Complete daily performance of techs hours give to techs | Technician Perf Report & Techs Hours | Service Manager | Daily tracking to increase tech performance or work load | April & May Daily |
| M-W-F Service meeting to discuss department status and progress | Communication from all techs & advisors to improve on the goals | Director /Manager | Team involvement to increase morale | April & May |
| Monthly comparison of hours produced vs previous year with techs | DMS Reports | Director/Manager | Positive discussion on improvements | April & May |
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SERVICE OPERATIONS HOMEWORK – ACTION PLAN

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



Using the available reports from our DMS I will track the technicians daily progress & document it on a spreadsheet.

Potential Obstacles?



Delay in parts availability
 Waiting on customer authorization
 Technician Distraction

Potential Solutions?



Manager can approve over night freight for parts
 Advisors get pre authorization \$ amount from customers
 Limit phone usage and guests in stalls during work hours

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



Getting proficiency up to 100% would lead to a sales increase of \$100000+ per month, over 1.2M per year.

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.



Continuous monitoring of both processes & report numbers by both managers & director.