



Financial Management Objective Homework

Student Class # Pete Lepley
Name: 322-0
6 **Academy**

I plan to accomplish the following objective our next class on:
May 8th, 2017
by

Provide the relevant composite data

Department	Mont h	Page	Colum n
Service	Dec	32	2A

Action plan for achieving objective
What is the area of focus? Service Department Effective Labor Rate, Improving from \$52.60/hr to \$60.00/hr by May 8 th , 2017
What is the proposed plan? How will you achieve it? Implement plan for discounting RO's. All RO's that are discounted must be brought to Director's (Dave Conway) attention. Review all service pay plans. Set up process for advisors to be more customer focused and upsell focused.
How will you track your progress? What measurements, KPI's? How often will you track? Discounted RO's will be reviewed daily and discussed if necessary. We will track lines per RO and sales dollars per RO.
Who are the employees that will be involved, or impacted? Will they require training or assistance? Services Advisors, Service Manager, Tech's and Service Director will be involved and impacted. All but Tech's will require additional training
Is there a cost, or estimated cost for implementation?

No Cost for implementation
Projected date of completion? May 8 th , 2017

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