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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

GOAL: TO DECREASE THE NUMBER OF NON-PRODUCTIVE TECHS BY HALF- CURRENTLY OUR HOURS BILLED FOR THE MONTH WAS 1177. THERE WERE 2079 AVAILABLE HOURS IN THE MONTH. THE UNSOLD LABOR HOURS WERE 902 X 12 MONTHS GIVING US $10,824 \div 2000 = 5.4$ NUMBER OF NON-PRODUCTIVE TECHS- ABSOLUTELY UNACCEPTABLE - DECREASE 5.4 TO 2.5 TECHS, ACHIEVE BY 5/31/21

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 IS THE NEW VISION! I NEED TO KEEP THE TECHS WORKING BY SELLING MORE MAINTENANCE AND LIMITING THE \uparrow LINE REPAIR ORDERS WHICH IS CURRENTLY AT 60% -

THE BENEFITS ARE ENDLESS- BUSIER SHOP, BUSIER TECHS, MORE GROSS AND A HIGHER EFFECTIVE

LABOR RATE- THE CONSEQUENCES OF DOING NOTHING ARE JUST THAT- SAME PROCESS / = SAME RESULTS - & THE SAME RESULTS GET ME FIRED!

THIS STATISTIC REALLY HIT HOME FOR ME - IT SEEMS I HAVE ENOUGH TECHS ALREADY

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

Weekly TEST CALCULATIONS, SERVICE MANAGERS to provide INFO Along with Controller - DAILY to weekly check INS - (AFTER 10 working DAYS)

Potential Obstacles?

A

process must be followed for this to work - ADVISORS being stuck in old habits New systems being Ignored

Potential Solutions?

A

Service lane manager to enforce & report DAILY shop-hours to me -

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

S M R T

500 Hour INCREASE @ \$158 EUR IS EQUAL to ~
 $500 \times 12 = 1 \text{ million per year - Incredible}$

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

ENFORCE the new process - keep MEASURING with weekly reports, Hours per Day & contests -

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
Sign up with Auto point - VIDEO	VIDEO & written estimates & emails	ADAM B ASS-SERVICE MANAGER	more maintenance sold, more hours per R.D more gross	Immediate 5/31 5/10 - 5/20
BDC involvement	Follow up ON SERVICE turnarounds	BRANDON VIDALINI SERVICE Manager	Be back percentage increased + see step one ↑	immediate 5/31 5/10 - 5/20
Extend Store Hours	Be open when sales is open	SERVICE managers	more opportunity	Immediate Forever 5/15
PARTS Runner / Deluxe parts to tech	PARTS counter persons to Deluxe	PARTS MANAGER	Faster completion times	Immediate Forever 5/15