



Financial Management Objective Homework

**Student
Class #**

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Name:

N330

Academy

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

Increase average customer pay RO time to 2.0
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by

**Provide the relevant
composite data**

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Service	Sept 2017	32	2

Action plan for achieving objective
What is the area of focus?
Increase the customer pay RO average to 2.0 per RO.
What is the proposed plan? How will you achieve it?
With a conversation with the service director we have implemented a required use of the Service Pricing Guide that is provided via Reynolds & Reynolds. There has been an immediate impact and growth.
How will you track your progress? What measurements, KPI's? How often will you track?
We track the progress via a Service Advisor report that is reviewed in a weekly meeting with the service team and myself. In this meeting we review not only the customer pay average RO but also the effective labor rate and total dollars generated and growth from previous month. We have also posted a whiteboard in the service area so that the techs can see the daily hours generated and a running total for the month. This is in place for their awareness of income generated by the service department.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
The entire service department is involved and impacted but specifically our 2

service advisors. We have ongoing training via Reynolds and the SPG.

Is there a cost, or estimated cost for implementation?

Our SPG was put in place several months ago with a significant cost. The service director was not requiring the use of the tool until September. The implementation process has been in place and process has been in place just not properly enforced and required as it should have been.

Projected date of completion?

The program is in place for the growth, the advisors have already seen an increase in sales. The growth is incremental with a plan to have the average at 2.0 per RO consistently by August 2018

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