



## Financial Management Objective Homework

**Student** John Cowan **Name:** N330 **Academy**  
**Class #**

***I plan to accomplish the following objective our next class on:*** Reduce excess warranty receivables **by**

**Provide the relevant composite data**

Department	Month	Page	Column
Service & Parts	September	5	7&8

<b>Action plan for achieving objective</b>
<b>What is the area of focus?</b>
Reducing outstanding warranty receivables by the end of January 2018.
<b>What is the proposed plan? How will you achieve it?</b>
Implement electronic warranty submissions via our DMS. Currently the Subaru warranty integration is not being utilized for warranty submissions. Our current process is laborious and slow, resulting in excess warranty receivables. By utilizing the warranty integration available in our DMS and streamlining the supporting processes, we will be able to speed up submissions and get paid quicker. The result should reduce our warranty receivables.
<b>How will you track your progress? What measurements, KPI's? How often will you track?</b>
Monthly NADA composite, our goal is to be better than Subaru best of class (BOC) - Composite Classic Page 5 Col 7 & 8
<b>Who are the employees that will be involved, or impacted? Will they require training or assistance?</b>
Warranty administrator and Service department employees will be involved. Training will be required to implement the planned changes.
<b>Is there a cost, or estimated cost for implementation?</b>
There will be an internal cost for training and time but no hard outside cost will be incurred.

**Projected date of completion?** January 2018

<b>Jan.</b>	<b>Feb.</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
<b>July</b>	<b>Aug.</b>	<b>Sept. 81.26 Sept 111% YTD</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>