

WEEK 3- SERVICE FIXED OPS

II

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N326-06

SWOT & ACTION PLAN

Strengths:

Weaknesses:

**Respected Service Manager
Scales**

Pay

**Good Work Environment
Garages(Bays)**

Crowded

**Team Atmosphere
Equipment/ Tools Not Up To Par**

Good Hours

Owner Support

Opportunities:

Threats:

**New Building Offers Hope
Towards Customers**

Poor Attitudes

**Promotion from Within
Covering More Routine Maint.**

Toyota

**Advisor Staff Training
From Independents**

Competition

Objectives:

Nature & Develop of existing team atmosphere

Provide up to date equipment for techs

Ensure work areas (Bays) are sufficient to handle workload

Provide comfortable and welcoming work environment

Strategies:

Per surveys, the service manager is highly respected by the techs.

He must be seen as the catalyst in any improvements.

Meet with service manager to address employee complaints and ask for his input on what is being reported.

Provide training for any interested employees for advancements, Reward employees who take advantage.

Tactics:

Employees input for improvement suggestions should be formalized and reviewed on a regular basis.

Informal meetings with employees to listen to their concerns and provide feedback as to what is being done.

Use Service Manager as front man to drive improvements and solicit employees buy-in.

Action Plan:

Monthly meetings between Service Manager and employees to bring concerns to the attention of senior Management/Owner. Owner/Senior Mgt. to share info on changes to dealership building and infrastructure and ask for employee input. LISTEN to employee concerns and ideas for improvements to work area environment.

Implement employee suggestions where warranted and reward employees who provide idea(s). Show employees where suggestions were incorporated into design of new building to make the work area more efficient, safe & comfortable.