

## SWOT Analysis

Subject: Receivables

Strengths (+)	Weaknesses (-)
<p>Increases cash supply</p> <p>Unlocks frozen capital</p> <p>We have multiple ways of accepting payment</p> <p>Use employees who are most familiar w/ vendors to call &amp; collect money</p> <p>AR clerk who cares</p> <p>Multiple methods of contacting customers (text, email, phone, mail)</p>	<p>Careless employees not following proper procedures</p> <p>Employees/manager's "set in their ways"</p> <p>Difficulty getting in touch with vendors/customers</p> <p>Current collection process needs improvement</p> <p>Vendors with high return rates</p>
<p>Add receivables collections to compensation</p> <p>Expand online sales (Amazon) which require payment at sale</p> <p>Body shop becoming a preferred shop which receives quick payments</p>	<p>Many Nissan stores in the metro Atlanta area</p> <p>Economy decline</p> <p>Vendors going bankrupt</p> <p>Parts inventory shortages due to worldwide circumstances</p>
Opportunities (+)	Threats (-)

Write your goal statement:

I will decrease our past due service, parts, and body shop customer receivables from 12% (\$42,214) to 6% (\$20,359) by July 31, 2021.