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."*

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Action Plan #1/2021 is to increase the absorption rate of my service department from 67.8% to 80% by January 1, 2022. I want to increase the number of working hours and become more efficient in my service department with my advisors and technicians productivity & proficiency. Monitor the technicians proficiency monthly and even breaking it down daily to share with them. If our department can increase our proficiency and become (as efficient as possible with the hours worked per day) while maintaining and increasing our ELR this should drive up the gross labor and parts sales.

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?

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My goal mirrors that of my owner/operator. Our dealership would like to be the only place poeple consider for their automotive needs in our area. Out moto is "We are the Difference" and we intend to be that in every sense of the word. If we increase our absorption percentage, it will help the dealership sustain through tough economic times keeping our employees working and not relying on car sales. The benefits to this goal is knowing that we are treating the customer professionally and they trust our judgment along with our workmanship. Knowing that your service department is the best in town and having the mentality that you are employed at one of the best companies in our region will become the biggest benefits for myself and our employees. I want to lead my team to automotive excellence and be second to none in our region If we are to succeed, we will do it as a team. If we fail as a team, we lose moral, work becomes just a job, and its just another hour billed. That is not the mentaility that we want to foster. We want team members to become motivated and thrive on the business we have. I want our customers and community to remember our dealership as the place to take your vehicle for any type of service knowing it will done correctly, timely and that "We truly are the DIFFERENCE".

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
Educating my service team with our current numbers and how we acheive them	The information from this class with the Excel files.	Myself	An increase in hours sold	Starting now Monitoring daily
We will become more efficient with contacting our customers for approval	Pre-sales on write up	Service Advisors Myself	Pre-selling items in the Service Lane reduces time spent calling for approvals	Starting now Monitoring weekly
Delivering parts to our technicians will make them more proficient	Parts Manager, parts organizing and executing the transaction	Parts Manger Myself	Less time at the parts counter and technician proficiency	Starting now Daily Monthly
Reduce the amount of "One line" repair orders	Educate my Service Advisors that even .3 more per RO will greatly increase gross profit	Service Advisors Myself	Recommending factory scheduled maintenance and preselling it for the next service.	Starting now Daily Monthly
Increase our working hours in the day	Implementing a schedule that will accommodate the customer	Entire Service Team	Increased absorption percentage and gross profit	Starting now Daily Monthly
Become a more efficient environment	Educate and drive the importance of "WORKING SMARTER NOT HARDER"	Entire Service Team	Reducing steps for technicians, keep them working more and decreases idle time	Daily
Hire additional qualified team members	Advertise, recruit or promote from within the company (if possible)	Myself	Hire 2-3 technicians for fast lube center	Monthly

SERVICE OPERATIONS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

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Track my progress by hours sold in the month. I will use the tools from this class and input the numbers and analyze and track performance. Sharing this data and communicating it with the team regularly to continue involving them in where we are with our current goal. I will check in every month tracking our progress towards the 80% absorption. I will also check in weekly for the increase in hours sold and RO count. We would like to see the RO count go down and have more labors hours billed. WORKING SMARTER, NOT HARDER. This in turn should increase gross labor and parts sales pushing that number up.

Potential Obstacles?

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Schedule adjustments for current employees and finding new team members that fit our qualifications.

Potential Solutions?

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Create a schedule that promotes a good work/life balance, fosters enthusiasm to be at work. And rewards people for their outstanding performance. Making us the place where people want to be employed. It's not just a job, its a choice.

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

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I estimate the cost would be roughly $7800.00 per employee including benefits. I will need at least 2 (potentially 3) more team members to create our new schedule . We will use the facility we have, increase our working hours, thus producing more service dollars.

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

We will continue to push for better service with a higher rate of proficiency. We will review each month and analyze what we could have done better. Areas of opportunities that were missed and discuss how we can improve. We will continue to raise the bar and emphasize we are the best.

By providing a excellent opportunities for our employees, excellent service for our customers and having a