

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."

S **M** **T**

I want to get our service department to 100% absorption. We currently are at 52.17%. My first deadline is to get 72% by end of year. By March of next year I want to be 100%. We will be moving into our new location shortly after this where the expenses are going to jump ALOT. So if I'm at 100% that will give me some room in the extra costs we will be seeing.

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?

R

This is my dealers goal also. We would like to cover expenses so that gives the sales department the room to sell vehicles at better pricing and sell more units. With more units it means more traffic to the service department. Each customer is worth \$1,000,000 and if we were able to sell ten more cars a month that is worth so much to the dealer and the store. For me the benefits will be the satisfaction to be the backbone to the company, to be able to have a successful and flowing shop with an unlimited supply of work to keep technicians busy. The teams pay would increase with better gross also. Which makes everybody happy.

FIXED OPERATIONS 2 – SERVICE

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.



SPECIFICATION/ STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Hours of operation Open 12 hrs a day	Hiring three more advisors and 4 techs. Adding 4 lube technicians.	Jared SM	1104.00 added hrs Adds \$115073 in gross. Takes absorption to 77%	We have started hiring now. We will check first of OCT and will put into effect NOV.
Labor rates, Maintenance , Warranty, Competitive	Pricing other shops, and dealer in my area	Ashley is doing price shopping Jared to price and adjust as needed	ELR to our goal of \$ 104.17.	We have started the research now. Will have new rates in by Sep 15th
Multipoint inspections on all vehicles. Required maint	We are adding Wiadvisor Expectation set for advisors	Service advisors Kenny, Keri, Dalton, Preston, Tim	Adding .5 to our 2.68 hours per ro with increased hrs RO now 899 \$35586.00 gross	Using paper MP Now, waiting on Wiadvisor to go Digital. RO check 09/16/2021
Organizing our tool room and making sure tools are here.	Tools are here, going to perform assessment to make sure its up to date.	Jim Weddle Les Hitchcock Chris Sayer	Shop Proficiency to 100% from 88%. \$27866 added gross.	Start 09/01/21 Ending 09/20/21
Adding one more back counter Part specialist	Hiring one full time parts specialist	Chris Sare	Shop Proficiency Less down time for techs, parts delivered to the techs	New guy to start 09/01/2021

SERVICE OPERATIONS HOMEWORK – ACTION PLAN

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

S M A T

Potential Obstacles?

A

Potential Solutions?

A

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

S M R T

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