



Fixed Operations 2 Service Homework

Your homework assignment is to evaluate your service department. A detailed analysis is required of the following areas, to include what you are currently doing, plans for improvement, how you plan to achieve the goals, and evaluate if the changes that are made are beneficial to the store. Some of you may not have the authority to make any changes as to the outcome of the recommendations, but you are still required to make the evaluations and recommendations that you would perform if this was your department.

- a. **100 Repair Order Analysis:** We need the summary page with your evaluation of the summary (recap) sheet.
- b. **Perform a complete Qualitative SWOT Analysis with an Action Plan:** Copy the ***Strengths, Weaknesses, Opportunities, and Threats*** sheet and hand it to EVERY service employee. Ask for their input. Collect the sheets, tabulate the data and then set ***Objectives, Strategies, and Tactics***. Now it is time to create the ***Action Plan***. Give us a synopsis of your homework assignment, with the potential impact that could be achieved when the plan is implemented in your location.

Use whatever time frame is best for you. You may use "Word" or PowerPoint. **Homework will only be graded if in a single document.** Please email it to us, or if it is too large, upload it to the dropbox in the homework dropbox. Once it has been uploaded, email us that it has been uploaded, so we may grade the assignment.