



Financial Management Objective Homework

**Student
Class #**

Sean
Yakubowicz

Name:

322

Academy

***I plan to accomplish the following objective
our next class on:***

Have all special order
parts ordered linked
with a service
appointment.

by

Provide the relevant composite data

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Action plan for achieving objective				
What is the area of focus?	Service productivity Analysis & Service repair order analysis	Jan 2017	32/3 3	3 row 2
<p>Special order parts within the parts department. We need to figure out a way to notify customers that their SPO's are here and have arrived, so that they do not sit in our parts department for extended periods of time and get sent back to Ford. Most of these parts are warranty parts that people do not pay for anyways, so when they do not receive a call that the part is here, they go shop somewhere else. More importantly, attaching all of these SOP to a repair order and a service date will allow the service department to be more productive and have more parts sales per RO. It will create more hours clocked for techs and create more hours billed. We have so many SOP that get sent back to Ford because they sit on the shelf too long. If customers were notified of these parts when they arrive from the factory, and if these parts were affixed with a repair order, then the service department would benefit greatly as well.</p>				
What is the proposed plan? How will you achieve it?				
<p>The plan is to implement a strategy that will allow the parts department employees, service advisors and service cashiers to notify customers that their parts are here as soon as they arrive. SOP's sit on a shelf in the parts department and much of the time never get picked up by the customers, therefore, I think that a large florescent stickers should be placed on the boxes as they arrive, with a check mark box in place that gets checked off after the customer is called. The Service cashier will walk into the parts department daily with a clipboard and piece of paper of all SOP's and make a note to call each customer that has the</p>				

outstanding part in stock. They will know that the part is there because of the new system of the florescent sticker placed on each box. The way the system is now, we just have boxes stacked up on a shelf with no indicators that it is an arrived SOP. We also will be taking deposits of at least 15% of the price of the part for every SOP ordered.

How will you track your progress? What measurements, KPI's? How often will you track?

For every SOP we order, we will attach it to a repair order, and schedule them into a service date. We will notify the customer that the part is especially ordered from the United States, and associate it with a service date for them to come in and get the service done and put the part to good use. We will know we are progressing by the service productivity increasing. the quantity of service appointments will go up equating with special order parts. The shelves where they are kept within the parts department will not be overflowing and falling onto the floor because these parts will be used and not always have to be sent back to the manufacturer. The techs will have many more jobs to do because customers will have incentive to come in due to the deposit they put down, and the service date that they are booked in for, which was not the case in the old process.

Who are the employees that will be involved, or impacted? Will they require training or assistance?

The employees involved will be the assistant service managers, the appointment coordinators. And the service clerks. They will not require training, just simple briefing on how the new system will work.

**Is there a cost, or estimated cost for implementation?
No.**

Projected date of completion?

ASAP, by the end of April, I will hope to have increased labor productivity.

Jan.	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.

