



Financial Management Objective Homework

Student Class # AMIR DEDIC **Name:** 323 **Academy**

I plan to accomplish the following objective our next class on: JUNE 1ST 2017 **by**

Provide the relevant composite data

Department	Mont h	Page	Colum n
SERVICE	FEB	32	3

Action plan for achieving objective
What is the area of focus?
- Improving Customer pay hrs/ro from 1.4 to 1.7 gradually over next 3 months
What is the proposed plan? How will you achieve it?
- Maximizing every opportunity with appts, checking history, running promotion on high pay hrs service, doing one-on-one with advisors on daily basis
- Utilizing training sessions to help advisors better understand what they are selling and giving that value to customers in terms of benefits with having these services done
How will you track your progress? What measurements, KPI's? How often will you track?
- Daily huddles with progress tracker, daily one-on-ones and observation on counter
Who are the employees that will be involved, or impacted? Will they require training or assistance?
- Service advisors, technicians. Training will be provided in house and thru on-line modules

Is there a cost, or estimated cost for implementation?
- \$1000 per employee involved
Projected date of completion? By July 1st

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