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

My goal is to increase tech Proficiency from 70.3% to 85% by December 1st, 2022. Once then we can start to build off what we have achieved for the new year.

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

The goal aligns with the cycle time and absorption of the dealership which at the end of the day will increase bottom line of the store, the benefits of this will be removing the waste time from the business which will include equipment problems , distracted techs/downtime and even process lag from the other staff.

The consquences of not completing this, will be the lost potential of bottom line and possibly a slow decline in proficiency over time.

This goal is important as measuring tech proficiency will help us identify areas that need improvement and pinpoint outdated processes or procedures that will be updated to try and gain more profitability for the store.

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
Having the basic parts ready at a service locker.	Oil filters, Air filters, Cabin Filters	Parts Runner	Will decrease the time between jobs as the techs will no longer have distractions on the walk to parts	March 1st - December 1st 2022 Check Points will be weekly
Accurate Estimates are huge factors in Proficiency	Service Advisor and Tech having an open communication line	Advisor and Tech	Will increase the amount of billed labor hours	March 1st - December 1st 2022 Check points daily
Equipment: Inadequate equipment in the shop often causes work stoppage for techs	Using software to locate tools, we use Tool.net Additional training for proper use	Shop foreman	Being able to access these tools/training will be a small increase for proficiency but over time it will be large	March 1st - December 1st 2022 Check Daily

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

I will track the Tech Proficiency daily through our DMS system CDK. Daily tracking and entering that data into a seperate excel spreadsheet will provide me with trends. Once I have a large enough data scale I can see what is causing the discrepancies

Potential Obstacles?

A

Lazyiness from Staff
Modified processes that are not being followed due to old patterns

Potential Solutions?

A

Bonuses
Service Manager being positive and firm on policy solutions

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

S M R T

Our average tech value is at $14,643 monthly x 18 = $263,574 but with that 15% increase we will have the potential of average tech value of $16,839.45 x 18 = $303,110

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

By monitoring our DMS daily our Service Manager will be able to keep track of trends and focus on individuals who are not maintening the standard of 85% and pushing morale through change occurs.