



Financial Management Objective Homework

**Student
Class #**

Ben Heer

Name:

N333

Academy

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

Increase our Effective Labor Rate/Gross Profit

by

**Provide the relevant
composite data**

Department	Month	Page	Column
Service Department	Nov	5	1

Action plan for achieving objective
What is the area of focus?
What is the proposed plan? How will you achieve it? Install New Labor Grid
How will you track your progress? What measurements, KPI's? How often will you track?
Look at the service advisor performance report daily. Log Individual Effective Labor Rate on dry erase board. Review discounts and exceptions.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Myself, Service Manager, Lane Manager, Service Advisors, Parts department Yes we will provide additional training with our corporate training staff, Our lane manager was a BG sales trainer as well.
Is there a cost, or estimated cost for implementation? No cost other than food/drinks during the training sessions and their normal salaries.
Projected date of completion? 12-31-17

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