



Financial Management Objective Homework

Student **Name:** **Academy**
Class #

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

Provide the relevant composite data

Department	Month	Page	Column
service	11	6	41

Action plan for achieving objective
What is the area of focus?
Increasing total sales in service dept. (total sales before expenses including sublet) to \$244,000 a month
What is the proposed plan? How will you achieve it?
First step is to understand where the number comes from and set realistic goals. To Achieve this goal it will require updated training for techs and writers. We need to increase tech efficiency & upsells per RO. We need to raise writers upsell percentage and EFL. Depending on shop capacity I will have some techs stay after hours to perform internals and attempt to decrease potential carry over work.
How will you track your progress? What measurements, KPI's? How often will you track?
It will all start with training. The majority of cars come through our quick lane and we need to capture that potential. I currently have a company training our quick lane techs to be more efficient. I will track our QL techs to average a min 2 items per RO upsell rec.. next is our writers. I want them to have a 95 EFL. And a min 32% upsell. I will monitor all employees progress daily.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
All QL techs will have training to be more efficient/look over cars better. For the

service advisors we will go over phone skills / and go over all the tools we offer to sell work which include financing options/rebates/how/when to approach customers with upsells/text messaging/email systems (for pictures of faulty components). Along with this process we will train-retrain-replace.

Is there a cost, or estimated cost for implementation?

There is no additional cost to the employee or dealer. We must use the tools/knowledge we have

Projected date of completion? May

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