



Financial Management Objective Homework

Student Casey Rowe **Name:** NADA 332 **Academy**
Class #

I plan to accomplish the following objective March 4, 2018 ***by***
our next class on:

Provide the relevant composite data

Department	Month	Page	Column
Service	December	33	6C

Action plan for achieving objective
<p>What is the area of focus?</p> <p>Service department proficiency: for the month of November, 2017 was 53.71% with an NADA guide of 100%.</p>
<p>What is the proposed plan? How will you achieve it?</p> <p>Service proficiency in the last year averaged between 50-60% each month, leaving millions of dollars in potential gross on the table for FY 2017 - this is horrifying. With support from me, our General Manager will implement intensive coaching of our service director to ensure the department as a whole improves its operations, with a specific goal of hitting a four-week running average of 70% proficiency by March 4th, 2018. When this goal is achieved, we will set an appropriate benchmark for mid-year growth. Coaching is to include daily 1:1 meetings with action steps and goals, as well as walkthroughs of the department to gauge progress toward goals and on designated action steps.</p>
<p>How will you track your progress? What measurements, KPI's? How often will you track?</p> <p>Beginning January 1, our service director will be responsible for reviewing and inputting data from our DMS into a Google Spreadsheet to be sent to the executive team. This process will occur daily and include a short reflection (delivered either in person or over e-mail depending on our meeting schedule)</p>
<p>Who are the employees that will be involved, or impacted? Will they require training or assistance?</p> <p>Our dispatcher, shop foreman and service manager will each have a hand in completing different sections of the tracker, and require brief training on and</p>

practice with the document itself prior to training. This training occurred on December 29th and 30th, 2017.

Is there a cost, or estimated cost for implementation?

The coaching structures themselves cost no money to implement, though nominal costs may be incurred to assist the service manager in meeting his objectives (e.g. professional development materials, calendaring tools, additional external training) as needed.