

PARTS 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

office mgr called me to discuss current hourly employees that getting paid overtime consistently week after week

mgr meeting to discuss advertising budget and spend

Potential Obstacles?

A

set time aside to do research
have uncomfortable meeting to enforce overtime vs punching time cards for lunch

Potential Solutions?

A

rip off band aid-- do your job !

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

S M R T

by eliminating 12.5 hours of overtime per week (ave \$13 x 1.5 x 12.5 = \$253.50 per week savings. x4 weeks = \$1014 per month savings

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

must have office mgr continually watch for overtime expenses...

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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."

S M T

We want to reduce 2 of our controllable expenses this month.

personel expenses and advertising

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

We found overtime expenses from few hourly employees.

Research exposed that none were punching in/out for lunch.

discussion was had with lot guys and receptionist they must all punch in/out before/after lunch

5 half hour lunches x 5 employees per week saved 12.5 hours of overtime per week.

advertising review found out we were on premier level from ad co and we werent using all the tools we were paying for..

We dropped down to silver level... 2200 monthly went down to 1500 monthly each across of our 3 stores..