

<p style="text-align: center;">STRENGTHS</p> <ul style="list-style-type: none"> • Strong mobile tech team • High Tech pay • Leadership from Top to Bottom • Tech to Tech relations • Wide knowledge base among techs • Multiple 10-year techs to train in real time • Potential for advancement • Clean work environment • Biggest facility in North America 	<p style="text-align: center;">WEAKNESSES</p> <ul style="list-style-type: none"> • Job completion time • Inefficiency on getting new jobs (finding trucks, communication from Forman to tech • New hire training • Training guides across departments • Communication between service advisors and shop foreman • Understaffed • Poorly organized shop tools • Too many manual processes
<p style="text-align: center;">OPPORTUNITIES</p> <ul style="list-style-type: none"> • New employee retention plan • Emphasis on tech locker room • Acquiring new companies and customer base • Purchasing electric vehicle service equipment • Largest dealership in NA to attract new employees • Increase Training for the service advisors (customer service, communications, etc) 	<p style="text-align: center;">THREATS</p> <ul style="list-style-type: none"> • Competitor O.E pay is extremely high • Less International presence in our AOR • New shop competing on Metro bids • New service shops are opening on a weekly basis in our AOR. • Parts Availability • Electric vehicles require less service