

S.M.A.R.T. GOAL

My goal is to lower the Work In Process. Currently we have \$68,523 in W.I.P. I would like to cut that by \$20,000 down to \$48,523. I would like to achieve this goal by Oct. 31st.

A benefits to achieving this goal is increasing the Accounts Receivable for the business. It will also help me understand the procedures my service department has set up to help manage W.I.P.

Some consequences of not achieving my goal is letting the W.I.P. get out of control. The number we have compared the class is significantly higher. This could also potentially be work that was completed by R.O. but never closed.

I will start Oct 1st and will have 1 months to complete my goal.

I will be printing out SPO list, and all WIP reports and be giving them to the Service Advisors so they are aware of the open RO's. I will also be using the Financial Statement. P1, L31 (FORD)

Some specific actions I will take is sitting with the Service Manager to understand the process and procedures. I also want to make sure everyone has access to the reports and we are able to print them daily. I the line of communication open. Are advisors communicating with customers 1 or 2x a week on back ordered parts.

Some potential problems are back ordered parts. Another potential problem could be the customer fixed the vehicle elsewhere or no longer owns the vehicle.

Potential solutions are printed a daily report on SPO / Back Ordered / WIP from the DMS. Also is showing my staff how to monitor it and incentivize them to close R.O.'s right away.