

## Financial Management Objective Homework



**Student Name:** Robert Sight

**Academy Class #334**

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

Department	Month	Page	Column
Service			

**Provide the relevant composite data**

<b>Action plan for achieving objective</b>
<p><b>What is the area of focus?</b> Service satisfaction and gross</p>
<p><b>What is the proposed plan? How will you achieve it?</b> Will adjust pay plans to create incentives for advisors to sell specific items, especially tires, batteries and maintenance plans. Will also incentivize them on their Ford CVP (Customer View Point) rating. We are currently at a rating of 84 and will need to get to 88.9 to be number one in our region. With higher customer satisfaction becomes more trust and more opportunities to sell more work and items. There will be different bonus tiers for reaching CVP averages (90+ = \$500, 88+ = \$350, 86+ = \$250, etc) and for X amount of tire, battery and maintenance sales there are similar kickbacks (\$25 per maintenance plan and similar for reaching certain tiers of battery and tire sales). We will provide training in follow up for customer satisfaction as well as sales training for all service advisors. We will also penalize for CVP rating dropping below a monthly average of 84 and rolling 3 month average below 83. Service porters will also be involved because overall vehicle pick up process is a CVP rating indicator. They will need to be help accountable to making sure the car looks good for pickup.</p>
<p><b>How will you track your progress? What measurements, KPI's? How often will you track?</b></p>

Service manager will provide progress reports indication CVP rating and current maintenance, battery and tires sales. This will happen daily so there in no question in current standings.

**Who are the employees that will be involved, or impacted? Will they require training or assistance?**

Myself, service manger, service advisors and service porters.

**Is there a cost, or estimated cost for implementation?**

None

**Projected date of completion?**

<b>Jan.</b>	<b>Feb.</b>	<b>March 1 (Start Date)</b>	<b>April</b>	<b>May</b>	<b>June</b>
<b>July 31 (Obtain Goal)</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>