



## Financial Management Objective Homework

**Student  
Class #**

Laura  
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**Name:**

036

**Academy**

***I plan to accomplish the following objective  
our next class on:*** End of April .

Improve Tech grosses **by**

**Provide the relevant  
composite data**

Department	Mont h	Page	Colum n
Service	March		

<b>Action plan for achieving objective</b>
<b>What is the area of focus?</b>
Service
<b>What is the proposed plan? How will you achieve it?</b>
To improve technician grosses from 7%-40% growth in a years' time, at an average rate of 3% growth monthly.
Have Service Manager review write ups /RO's. Review and move shop around to help with efficiency
In regards to location of tools for jobs. Better managed break times, adding times to the ro, reviewing each week before "live list" is created. Creating a list of Parts that are needed, based off of lost sales and reviewing with the Parts Department to see what we are stocking and if we are stocking wisely for quicker repair on items for a quicker turn around for the customer. Hiring another technician!
<b>How will you track your progress? What measurements, KPI's? How often will you track?</b>
Keep a scoreboard located by the time punch and in the breakroom that will be updated weekly.
<b>Who are the employees that will be involved, or impacted? Will they require training or assistance?</b>
Service Manager. Possibly the Service Advisor.

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

In my belief, we need a stronger Service Advisor . She has little knowledge and doesn't seem to want to learn .

**Projected date of completion? ETA by end of April.**

<b>Jan. 7% growth</b>	<b>Feb. 10%</b>	<b>March 13%</b>	<b>April 16%</b>	<b>May 19%</b>	<b>June 22%</b>
<b>July 25%</b>	<b>Aug. 28%</b>	<b>Sept. 31%</b>	<b>Oct. 34%</b>	<b>Nov. 37%</b>	<b>Dec. 40%</b>