



Financial Management Objective Homework

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Student		Name:	Academy Class #

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

Week 4 - 07/16/18

by

Provide the relevant composite data

Department	Month	Page	Column
Service	12	D	3B

Action plan for achieving objective
What is the area of focus?
Year-end December, 2017 our Service Absorption was at 20%. GOAL is to increase service absorption from 20% to 35% by Week 4 - July, 2018. Once 35% is achieved, the goal will be to maintain it for the remainder of the year
What is the proposed plan? How will you achieve it?
Set Daily appointment objectives, dollar per RO objectives for ASM and techs to achieve the additional \$1,632 CP dollars per day.
Change service and parts department hours to mirror sales hours.
Have one on one meetings with ASM and techs to better support and train them. / Have MPI and recommended services out to customer within 15 minutes of write up.
How will you track your progress? What measurements, KPI's? How often will you track?
Daily AM & PM/ weekly appointment reviews with service & parts manager.
Weekly expense and policy reviews with service and parts manager.
First Friday Manager meetings to review progress and strategy to improve.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Service & Parts manager, Techs, ASM,
Is there a cost, or estimated cost for implementation?
Projected date of completion? July, 2018

Jan.	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.