



Financial Management Objective Homework

**Student
Class #**

SCOTT
TARWACKI

Name:

N324

Academy

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

5/15/17

by

**Provide the relevant
composite data**

Department	Mont h	Page	Colum n
SERVICE	FEB	29	9B

Action plan for achieving objective
What is the area of focus? PROCESS IMPLEMENTATION AND ADVISOR TRAINING.
What is the proposed plan? How will you achieve it? CORPORATE SERVICE TRAINER SPENDING MONTH OF APRIL IN THE LANE WITH ADVISORS FOCUSING ON MPVI, WALK AROUND, AND ACTIVE DELIVERY.
How will you track your progress? What measurements, KPI's? How often will you track?
WE WILL TRACK WITH DOLLARS PER RO/ RO QUALITY. OLP SCORES WILL ALSO INDICATE IMPROVEMENT CHECKED ON A DAILY BASIS.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
TWO SERVICE ADVISORS AND ONE MANAGER WILL BE TRAINED WITH COMMUNICATED EXPECTATIONS. CORPORATE TRAINER, DIRECTOR, AND MYSELF WILL BE INVOLVED.
Is there a cost, or estimated cost for implementation?NONE... TAKING IT

BACK TO THE BASICS
Projected date of completion? 60 PROJECTION FROM 4/1/17

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