

Fixed Operations Analysis
Phillip Towns N330 02

Phillip Towns
Master Buick GMC INC.
www.masterautomotive.com

Facility Potential

FACILITY POTENTIAL	
Number of Bays	27
	x
Number of Days	25
	x
Number of Hours	10
	x
Effective Labor Rate	99.66
	<i>equals</i>
FACILITY POTENTIAL	\$ 672,705

FACILITY UTILIZATION	
Total Labor Sales	\$ 176,594
	÷
Facility Potential	\$ 672,705
	<i>equals</i>
FACILITY UTILIZATION	26.25%

Current Technician Training Records

Proud to say we are at 96% of industry required training and only in February!

The region is only at 89%

We pride ourselves in continuous training for the technician to make sure they understand all the new technology and up to date repair requirements.



MASTER BUICK GMC, INC.

- Service Training Planner
- Path to 100%
- GM Tech Setup

**Non-Technical:
Dealer Certification Progress**

Report (https://gdtb2c-rp.ext.gm.com/analytics/saw.dll?PortalPages&PortalPath=%2Fshared%2FLMS%2F_portal%2FUS%20Dealer%20Certification%20Report)

Q1 70%

Dealer Status	Q1	Q2	Q3	Q4
% Dealership Trained	70%	N/A	N/A	N/A
% District Trained	73%	N/A	N/A	N/A
% Zone Trained	69%	N/A	N/A	N/A
% Regional Trained	71%	N/A	N/A	N/A
% National Trained	70%	N/A	N/A	N/A

**Technical:
Service Training Standards Progress**

Report ([https://gdtb2c-rp.ext.gm.com/analytics/saw.dll?PortalPages&PortalPath=%2Fshared%2FLMS%2F_portal%2FService%20Training%20Standards%20\(TUS\)](https://gdtb2c-rp.ext.gm.com/analytics/saw.dll?PortalPages&PortalPath=%2Fshared%2FLMS%2F_portal%2FService%20Training%20Standards%20(TUS)))

STS 95%

GM STS	% Complete
% Training Requirement Completed	95%
% Certification District Average	87%
% Certification Zone Average	89%
% Certification Regional Average	89%
% Certification National Average	88%

Certification | as of March 1, 2018

Certificate Complete

There are no records.

ProductSource (<https://www.centeroflearning.com/mobile/#/pslink>) | ASE (<https://www.ase.com/gm>)

| I-CAR (<https://www.i-car.com/gm>)

Advisor Pay Plans

The advisors are paid on their individual hours and also paid on the other 2 advisors hours to incentivize customer service if one advisor is off or busy. They also receive bonus for CSI and ELR.

This puts the advisor in control to sell hours and keep their ELR up to maintain a solid ELR across the board

ASM Monthly Pay Worksheet--Master P-B-GMC

ASM _____	Mo/Yr	Jan-18
A) Your Salary , if applicable		<u>\$700.00</u>
B) Your Total FRH closed for the month	<u>0</u> times	<u>\$0.00</u>
C) FRH written by other ASM	<u>0</u> times	<u>\$0.00</u>
D) FRH written by other ASM	<u>0</u> times	<u>\$0.00</u>
E) \$300 CSI Bonus, if your CSI is above the Region		<u>\$800.00</u>
Regional Average <u>3.65</u> Your CSI <u>3.75</u>		<u>\$800.00</u>
F) CP ELR Bonus..... \$800 if CP ELR is greater than \$95.00		<u>\$800.00</u>
..... Your monthly ELR		
G)	<u>\$0.00</u>	
Menu Spiffs		<u>\$0.00</u>
Email Spiffs	<u>0</u>	<u>0</u>
H)	TOTAL MONTHLY PAY (Sum of A to H)	<u>\$2,300.00</u>
	Draw (Deduct)	<u>\$1,200.00</u>
	Pay Due from Salary, Incentives, & Bonuses	<u>\$1,100.00</u>
	after Draw	
I)	Signed ASM _____	
J)	Signed Service Director _____	
	Date _____	

We are maintaining an ELR of \$109.53 on repair work. With a door rate of \$110

Our maintenance and competitive are being discounted way too much with an effective rate of \$ 60.00

This brings our total ELR to \$91.02

We have to watch our discounts and make sure not to give the store away.

		Sales in Dollars	FRH's on RO's		Averages	Analysis
Competitive	\$ 448	÷	9.40	=	47.68	FRH Average
Maintenance	\$ 3,229	÷	45.80	=	70.50	FRH Average
Repair	\$ 7,974	÷	72.80	=	109.53	FRH Average
Totals	\$ 11,651	÷	128.00	=	91.02	Customer ELR
		Target Labor Rate			110.00	Per FRH
Total Ro's in Sample	100	Difference			-18.98	Per FRH
Cost of Labor						
Total Cost of Labor	3009.60	÷	Total Sales	=	25.83%	Percent Cost of Sales
Total Cost of Labor	3009.60	÷	Total FRH's	=	23.51	Cost per FRH
Repair Order Measurements						
Total Labor Sales	11,650.89	÷	Total RO's	=	116.51	Avg Labor per RO
Total FRH's	128.00	÷	Total RO's	=	1.28	Avg FRH's per RO
Menu Sales		÷	Total RO's	=		Percent Menu Sales
Competitive FRH's	9.40	÷	Total FRH's	=	7.34%	Percent Competitive
Maintenance FRH's	45.80	÷	Total FRH's	=	35.78%	Percent Maintenance
Repair FRH'	72.80	÷	Total FRH's	=	56.88%	Percent Repair
One item RO's	45	÷	Total RO's	=	45.00%	Percent One Item RO

Fixed Operations Director Pay Plan

- SHARES 48
FIXED OPERATIONS GROSS F/S Page 2, Line 2
LESS
B LEWALLEN JUNE BONUS
PERSONNEL F/S Page 2, Line 17
DEDUCT Salary Owners
SHOP SUPPLIES F/S Page 2, Line 20
ADVERTISING F/S Page 2 Line 22, Line 23
POLICY F/S Page 2 Line 25
MISC F/S Page 2, Line 39
SHARE BONUS

- *****REMEMBER PARTS TRANSFER*****

- FLAT RATE BONUS
RUN 3606
\$.65 UP TO 1999.99
\$1.0 RETRO ACTIVE IF OVER 1999.99

- SERVICE AFTER PARTS TRANSFER PG 4 LINE
61 - ADD BACK SALARY OWNER
7.50%

Service Analysis

We are only tracking at 77% proficiency. There is plenty of room for improvement. We are talking about extending service hours from 6 to 7 week days.

Performance

	Labor Sales / Month		Hourly Labor Rate		Hours Billed
Customer Car*	\$ 94,169	÷	110.00	=	856.1
Customer Truck*	\$ -	÷		=	0.00
Customer Other*	\$ 2,606	÷	110.00	=	23.7
Warranty	\$ 47,712	÷	108.14	=	441.2
Internal	\$ 26,783	÷	110.00	=	243.5
New Vehicle Prep	\$ 5,324	÷	108.14	=	49.2
Total	\$ 176,594				1613.7

POTENTIAL

$$\begin{array}{r}
 \$ \\
 176,594
 \end{array}
 \div
 \begin{array}{r}
 1613.69
 \end{array}
 =
 \begin{array}{r}
 \$ \\
 109.43
 \end{array}$$

Total labor sales for month
Total hours billed
Effective Labor Rate

$$\begin{array}{r}
 14.00
 \end{array}
 \times
 \begin{array}{r}
 8
 \end{array}
 \times
 \begin{array}{r}
 25
 \end{array}
 =
 \begin{array}{r}
 2,800. \\
 0
 \end{array}$$

Service mechanical technicians
Hours/Day
Working Days/Month
Clock Hour Avail

$$\begin{array}{r}
 2,800.0 \\
 \text{Clock Hours} \\
 \text{Available}
 \end{array}
 \times
 \begin{array}{r}
 \$ \\
 109.43
 \end{array}
 =
 \begin{array}{r}
 \$ \\
 306,417
 \end{array}$$

Clock Hours Available
Effective Labor Rate
Labor sales potential

How proficient are your technicians ?

$$\begin{array}{r}
 1,772.0 \\
 \text{Hours Produced}
 \end{array}
 \div
 \begin{array}{r}
 2,300.0 \\
 \text{Hours Available}
 \end{array}
 =
 \begin{array}{r}
 77.04\% \\
 \text{Tech} \\
 \text{Proficiency}
 \end{array}$$

Customer labor divide by the Customer Effective Labor rate from the R. O. Analysis

Service Department Profit Center

The service department is making money without the gross parts transfer. Month to month our personnel expenses are climbing.

Digging into expenses our adjustment of cost of labor is very high. Having lube technicians on hourly pay is the biggest variable in this expense.

Service Department Profit Centering

Expense Category	Dollar Amount	% of Gross	Profile
Department Gross	\$ 123,640		
Variable Expense		0.00%	
Selling Expense		0.00%	
Personnel Expense	\$ 68,056	0.00%	
Semi-Fixed Expense	\$ 40,384	0.00%	
Fixed Expense	\$ 12,367	0.00%	
Unallocated Expense		0.00%	
Dealer's Salary	\$ -	0.00%	
Total Expenses	\$ 120,807	0.00%	
Net Profit	\$ 2,833	0.00%	