

ACTION PLAN 1

- S Specific
 M Measurable
 A Achievable
 R Relevant
 T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

my goal is to generate more sales/gross profit ~~across~~ ^{across} all service departments. The plan is to be more efficient and have service advisors sell more services, close work orders & process all warranty work orders. As they are closed, expect 8 month turn around

BOTTOM LINE: Benefits of Achieving Your Goal

Consequences of Not Achieving Your Goal

store more profitable	- losing staff
technicians more profitable	- loss of customers
Advisors make more \$	
customers have better experience	- store losing money
sales dept will see more customers	- manufacture problems due to warranty etc...

When will you start? started Oct 1/22

How will you gauge your progress? When? Using which metrics?

using our oms provided stats online I monitor work in process (service), Advisors performance & technician efficiency at end of each month.

What specific actions will you take to achieve your goal? Who can help you?

- hire New service manager
- adding 3rd Service Advisor
- adding a cashier strictly for service to speed up closing / completing work orders
- hired a warranty administrator

Potential Challenges?

Not properly trained staff

Potential Solutions?

manager to work closely with staff daily.