

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 increase the Service Department Operating Profit Return on Gross Profit to 25% within 60 days.

BOTTOM LINE: Benefits of Achieving Your Goal

I will be lowering expenses for this department and I will be increasing volume.

Consequences of Not Achieving Your Goal

We are relying too heavily on our New Car Department to cover dealership expenses.

When will you start? **November 15th**

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

I will gauge my progress weekly. One month from the start date I should see an appropriate increase in my percentage.

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

I will need the help of the entire service department to achieve this goal. We will not be discounting internals. We need to close repair orders in a timely fashion. Our WIP is horrifying. We have open repair orders from 6 months ago. I also found that we had abandoned vehicles with open repair orders that totalled more than \$6,000.00. I also discovered that our service advisors were not charging the correct prices on some services. I have asked that a menu listing prices for services be installed. No more guess work.

Potential Challenges?

My potential challenges include getting everyone onboard. Maintaining the new procedures will also be a challenge.

Potential Solutions?

I need to get management onboard with these changes to make sure we are maintaining the new standards. It takes a village.