



Financial Management Objective Homework

Student John Adams **Name:** 335 **Academy**
Class # N335

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

 Reduce Service Policy
 by 75% Avg. Per Month
 March

by

Provide the relevant composite data

| Department | Month | Page | Column |
|------------|-------|------|--------|
| Service | 11 | 3 | 35 |

| Action plan for achieving objective |
|---|
| What is the area of focus? Service, Service Policy Account 067 |
| |
| What is the proposed plan? How will you achieve it? Remove discount ability for service writers, management sign off on any dollar amount charged to service, eliminate over payment of technicians for warranty work that ‘takes longer than book but we deserve it’, eliminate replacement of lightbulbs as a ‘courtesy’, ensure proper chargebacks to technicians and advisors for come-back work. |
| |
| How will you track your progress? What measurements, KPI’s? How often will you track? Track policy account each day, review all expenses added with management. |
| |
| Who are the employees that will be involved, or impacted? Will they require training or assistance? Service managers and the individual that closes the majority of repair orders and posts items to the policy account. Ensure each charge is |

reviewed and signed off by service manager. Assistance will be required in order to ensure this change in SOP is embraced and followed.

Is there a cost, or estimated cost for implementation? No cost.

Projected date of completion? March, 2018 Financial Statement.

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