

ACTION PLAN 3

- 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?

we will increase AVG Hours per R.O from 1.80 - 2.20 by June 2023

BOTTOM LINE: Benefits of Achieving Your Goal

- increased revenue in service dept
- techs will benefit from more work and become more efficient
- ~~advisors~~ generate more parts income

Consequences of Not Achieving Your Goal

- lost revenue
- employee turnover as mechanics looking for more work / income

When will you start? started sept 2022

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

I follow our monthly progress per advisor at the end of each month using our stats online

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

I have already hired 2 more service advisors. I have gone for 4 service advisors to be sure they have the time to complete quotes & call customers to obtain the work. They now have more time throughout the day to follow work orders and offer recommended services. I have also set up our DMS to recommend services based on mileage, and customer must ~~decline~~ sign all declined services.

Potential Challenges?

possible bottle neck in the shop with mechanics unable to repair all jobs in a timely matter.

Potential Solutions?

Add more mechanics if shop begins to back-up