



Financial Management Objective Homework

**Student
Class #**

Tim Boylan

Name:

012

Academy

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

May 8th

by

Increase profit by monitoring service department through the following reports...
Advisor report, Advisor parts Performance Report, & Technician Performance Reports

Objective:

Service Department

Department:

Action plan for achieving objective					
Jan.	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.
What is the proposed plan, how will you achieve it?					
Monitor and track Effective Labor Rate (ELR), manage discounts and coupon use, and hire lower cost technicians to bring our avg. tech cost down from \$31.00 hr.					
How will you track your progress? What measurements, KPI's? How often will you track?					
We will review PAG browser daily on KPI's and monitor RO'S throughout the day (discounts). We will also monitor MPI reports daily and review advisor report on a weekly basis.					
Who are the employees that will be involved, or impacted? Will they require training or assistance?					
Service Manager will take the lead with the General Manager assisting on process implementation as needed.					
Is there a cost, or estimated cost for implementation?					
No cost, improvement of our current process and procedures					
Projected date of completion? July 2017					