# CP Effective Labor Rate

Today's Date: __4/8/18__     Target Date: __7/31/18__     Start Date: __4/16/18__

Date Achieved: _____

| **Service** | **February** | **32** | **3** | **A** |
|---|---|---|---|---|
| Department | Month | Page | Column | Line |

## SMART GOAL Jan 2017
Increase the Customer Pay Effective labor Rate

## Verify that your goal is SMART

**Specific:** *What exactly will you accomplish?*
Increase Customer Pay Effective Labor Rate to $98.00 from the Current $91.73

**Measurable:** *How will you know when you have reached this goal?*
We will track this weekly and monthly with Auto mate Reports

**Achievable:** *Is achieving this goal realistic with effort and commitment? Have you got the resources to achieve this goal? If not, how will you get them?*
Yes, By implementing new processes, that ASM's will be split into two groups. One group will write up and go over value added services. Then the CRM will then go over the paperwork to ensure we have collected the correct amount of labor dollars and parts gross. The ASM's will have more time to evaluate the Estimate and the CRM will inspect what we expect and hold them accountable. Pay Plans will also change.

**Relevant:** *Why is this goal significant to your life?*
By increasing the Effective labor rate it will increase the bottom line which I am paid on.

**Timely:** *When will you achieve this goal?*
This will be completed by July 2018

**This goal is important because:**
Add more money to the bottom line will increase the Fixed-Ops Absorbtion rate.

**The benefits of achieving this goal will be:**
Increase in Fixed Absorbtion

**Take Action!**

| Potential Obstacles | Potential Solutions |
|---|---|
| ASM's Discounting | Linit Discounts - Auto Mate? |
| ASM's Give incorcorrect Estimate | Charge to Policy |

**Who are the people you will ask to help you?**
ASM and Managers

**Specific Action Steps:** *What steps need to be taken to get you to your goal?*

| What? | Expected Completion | Completed |
|---|---|---|
| *Create New Process with Mgr's* | 4/9/2018 | |
| *Meeting with ASM's to go over Process* | 4/12/2018 | |
| *Implement New Process for ASM's* | 5/1/2018 | |
| *Change Pay Plans* | 5/1/2018 | |
| *Inspect the Repair Order Detail Report* | Daily | |
| *Talk about it* | Every Day | |
| *Auto Mate to Change Programming* | TBD | |

Matthew Johnson
_____
Print Name

_____
Manager Signature

4/8/18
Date

Price Auto Group SMART Goal

N336-11
Class Number