

SERVICE OPERATIONS ASSIGNMENT – ACTION PLAN

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?
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2020."

S **M** **T**

My is goal is to increase Facility Utilization from 42.76% to 60% by Dec 31, 2023.

How does this goal align with or support your dealer's vision?
What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
Why is this goal important to you?

R

By reaching 60% we will improve our customer experience. CSi will improve. When that improves the revenue will increase. The videos that we will start, will build more trust and transparency. The videos will help on the 44% one line items. That also will help with response time on approvals to do the work.

FIXED OPERATIONS 2 – SERVICE

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve?

For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.



SPECIFIC ACTION/ STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECK POINT DATES
Sales Training for Service adv.	Schedule NADA service adv seminar/class	Service Mgr	All Service complete the class.	Starting March 1th Ending April 30th
Supply parts with the correct inventory to increase active parts and first fill rate	DMS/Ford reports	Parts Mgr Service Mgr	Stocking the correct and most needed inventory	March 1 - March 31
Training and Assign Service Porters asst techs to retrieve parts, customer videos	Service dispatcher	Service Mgr Parts Mgr	Less down for Techs	March 1 - March 31
Hire 3 more techs for Internal	Employee websites/work fairs	Service Mgr	Utilize the bays we have	March 1- June 31

SERVICE OPERATIONS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

S M A T

By using the FO2 temp form from class. We scan the hard copies of the RO's. I will it track every monthly.

Potential Obstacles?

A

Push back on the training.
 Push back on the concept .
 Other techs complaining by us hiring more techs they won't the get the or hours they need.

Potential Solutions?

A

Paid trainng.
 Pay techs and service adv for recruiting techs
 Training showing the data that the new hires will not impact their income.

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

S M R T

223,231 per month. From 553,885 to 77716

CONGRATULATIONS! You’ve accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

S A

Having monthly meetings track the process. Making sure everyone is following the process. 3 strikes your out. Not being afraid to make the difficult decisions. Moving personnel around until you get the right people on bus and in the right seat.