NADA | ACADEMY

Financial Management Objective Homework

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I plan to accomplish the following objective our next class on: | Implement Diag procedure | ***by***

Provide the relevant composite data

Department	Month	Page	Column
Service	Feb	36	11

Action plan for achieving objective
What is the area of focus?   Increase Service Labor Gross Profit as percentage of Sales.
What is the proposed plan? How will you achieve it? Increasing labor GP is a daunting task with many components. Our initial focus will be on process and procedures related to diagnostics. We will achieve our goal through process change.   Changes include creation of diagnostic specific labor operations, customer driven discovery and quoting process (customer quoted diag fee up front) as well as dedicated diagnostic technicians. Ultimately, increase in GP will be driven through capturing initial diagnostic fees and technician efficiencies allowing for quicker turns and reducing customer downtime.
How will you track your progress? What measurements, KPI's? How often will you track?
Progress will be tracked and measured through designated labor operations. Monitoring the labor types, we can measure technician performance for each job to gauge effectiveness. Labor operations will be reviewed daily along with technician time through various reports generated through CDK.   Ro counts and effectiveness will be posted in service manager office by service advisor. Initial GP% increase anticipated is 2-3%.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Employees directly involved are service advisors, shop foreman, and technicians. Service advisors will be improving their communication with our customers,

creating value. SA's will also be responsible to properly assign and expedite to appropriate technician once properly and effectively diagnosed.
Is there a cost, or estimated cost for implementation? no cost to implement process change
Projected date of completion? Estimated time frame of 30 days

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