

a. Facility: What changes will you make to increase your Utilization (4th Homework Calculation)? We are planning on utilizing more road service and imbedding technicians at customer locations to meet service needs. This will give us the opportunity to increase service bay times without expanding to our current shop footprint. We are also planning on expanding our service hours of operation to meet our OEM requirements.

b. Productivity: How will you increase your Tech Proficiency? (3rd Homework Calculation)? Will you make any changes to you service department to improve the proficiency level of your techs? We have tasked our foreman to monitor each job and assist techs by knowing the time expectations for each repair and check in periodically to make sure we are on task and no additional issues have arrived that would require customer notification of additional time needed. We have also worked with our parts department with making sure all parts are pulled and delivered to the technicians when parts are requested through the Decisiv network, this eliminates unnecessary downtime waiting at the parts counter. We have also hired a shuttle driver to move trucks in and out of the bays for the technicians and to perform quality control road tests when repair have been completed which allows technicians to move on the next job.

c. Analyze Cost of Labor: How do you pay the techs? Will you be making any changes (1st Homework Calculation)? Our current pay plan for our technicians is hourly with a 3 tiered productivity based bonus based off of GP.

d. Changes in Expense Structure: Are you selling all the available hours, are your expenses in line (2nd Homework Calculations)? ???

e. Level of current training: Are you within the minimum training standard for your manufacturer?

4 of my 5 technicians are currently meet the required base training standard. 3 of the 5 are MX and Cummins Certified.

f. Perform a complete Qualitative SWOT Analysis with an Action Plan: Copy the Strengths, Weaknesses, Opportunities, and Threats sheet and hand it to EVERY service employee. Ask for their input. Collect the sheets, tabulate the data and then set Objectives, Strategies, and Tactics. Now it is time to create the Action Plan. Give us a synopsis of your homework assignment, with the potential impact that could be achieved when the plan is implemented in your location.

At the Petestore we have a strong support network within our organization that share information to make working here pleasurable. At our location we have a very strong core of technicians that work well together. We do recognize that we need to build on that core which leads to our weakness and that is filling additional bays with quality technicians. We have been working with a local tech school and have partnered them with the Peterbilt Training Institute and providing them with tools and training technology to begin attracting more potential employees. Another short term weakness is currently we

are in the process of a much needed major remodel (expected completion date 1/24). With the upgrade to the current facility, we will be gaining additional service bays, drivers lounge, technicians locker rooms and additional amenities that we currently do not have. Once this is completed the opportunity for attracting employees will improve. Our shop in Fitchburg is not the only facility that is getting a facelift however and that brings us to what some may consider a threat. We are also opening another Petestore facility 50 miles to the east and a TRP store 30 miles to the south and both stores will be drawing current customers from our facility. With these 2 additions to the Petestore family it makes it even more important to meet with customers regularly and building strong relationships to keep their business.