

SPECIFIC ACTION / STEPS

Review and Determine Service personell pay increase, to be implemented when door rate is adjusted

Increase customer pay door rate, taking into consideration new payroll expense, optimize door rate for 75%GP

Challenge OE Warranty Effective labour once cusomter pay door rate has increased

Determine why internal labour rate is not at 75% as Truck Dept pays full foor rate

Once changes have been made, re-calculate to see if you hit your target

Month End on going review with service personel for GP review

NECESSARY RESOURCES

Financial statements / ATD formulas
Market study
OE Warranty labour rate dispute process
Conversation with service writers
ATD formulas
Financials

Who is Accountable

VP of Fixed OPS
VP of Fixed OPS
VP of Fixed OPS / Corp Service DSM
VP of Fixed OPS / service managers
ME and VP of fixed ops
Service team and VP of fixed ops

Expected Result

Employee retention while at 75% GP
75% GP return on Customer labour sales
75% GP return on Warranty labour sales
75% GP return on Internal labour sales
75% Minimum average
75% Minimum Monthly average

EXPECTED COMPLETION DATE

June 31st 2023
June 31st 2023
Only allowed to challenge twice a year (July 2023)
MAY 31st 2023
On going / October 31st 2023 (fiscal Year End)
On going / October 31st 2023 and beyond

ACTUAL COMPLETION DATE

CHECK OFF