

### **Strengths of a service Department**

1. We have some of the most knowledgeable technicians
2. We a strong sence of team work.
3. We have a good quality of work leaving the shop every day.
4. The amount of training that the company provided for our employee's
5. The honesty and integrity of our employee's to customers

### **Weakness of a service department**

1. Communication between departments about RO'S and customer expectacions
2. Accountablity when an employee messes up
3. efficiency of dispatching in the shop
4. Phone efficiency
5. Being sure the RO'S are closed and closed in a timely manner

### **Opportunity**

1. Tech Growth
2. Customers are holding on to thier cars longer
3. Retaining and growing you customer base
4. Effeciancy in repair times
5. Adding more work bays

### **Threats to the service Department**

1. Economic status of the country
2. Bad attiudes
3. Back ordered parts
4. Mass exodus on technicians

## **Objectives**

1. Create a clear line of communication between departments.
2. Create a healthy work environment for techs and advisor, so we don't lose employee's
3. To provide the best repair and keep our fix the right the first time up.
4. To keep our CSI scores as high as possible.
5. A have a steady flow of tech's ready and trained to take the next open opportunity to become flat rate.

## **Strategies**

1. We are preparing to start using a in house texting system in CDK
2. Keep a good positive work environment by having service meeting and complementing positive behaviors
3. Keep investigating in all employee's whether traning, schooling or tools
4. We have hires more staff to QC work and keep on top open RO'S so we can become more effciant and profitable.
5. We are adding a whole new quick lane/quick lube faciality and will offer extended hours.

## **Tactics**

1. I my self will us the rexting sytem to reasure that people are using it.
2. I email all positive behavior and surveys to the GM,Owner and all employee's
3. We send all tech's, adviors to all the traning we can. We have a tool and cell phone reimbursement when the employee turn a certain amount of hours or gross
4. We hired a QC tech to prevent come back and asure the cars are wiped down and clean. We also have hires a service advior asst to keep track of open ticket and asure they are being closed properly.
5. The owners have aquired a local building that we are going to open a stand alone quick lube service center to service all makes and models. We are also going to provie extended hours for the services to increase profitability.

## Action Plan

1. Have monthly service and parts meeting to discuss any updated policies and procedures

Role: Service manager/parts manager/shop forman/ and GM

Completion date: Monthly

2. Perform a RO/TECH analysis report to insure we are maximise shop efficiency and profitability

Role: Service manager and shop forman

Completion date: Monthly

3. We will be building and new facility to do nothing but quick lane services and extend hours

Role: Owners

Completion: 2024

4. Send all Advisor's to Automotive Training in Cleavland Ohio

Roles: Service Manger

Completed 8/1/23

5. Quality Control Tech and advisor ASST. To double check all work and RO'S that it getting done propely and getting closed

Roles: QC Tech and shop forman

Completed: Daily

## Synopsis

One of the issues we are having is that the RO'S were not being closed out in a timely manner. When I first got to D-Patrick Ford in August 22 they had over 600 open RO'S we have since narrowed it down to 113 as of today. This causing the service department sales and real cost of labor to be way off. Since we have started closing the RO'S it has went up . I'm going to be running the repaort that you guys provide on a monthley bases. We are patiently wait our new quick lube facilitiy to increse hours and sales.

Should be ready ion the next year or so.

