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

I will increase my fixed absorption. This will be attained by cutting expenses in serice and also increasing gross profit. Our fixed absorption is currenttly at 110% and I would like to increase that to 125% by decreasing our expenses by shopping our venders and increasing our labor rate to increase gross profit. I plan to take these steps by june 1stt 2023 and have them completed by November 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

Our vission at Schwan Buick GMC CAdillac is that we are community owned and commuinty driven. By cutting expensess by calling our vendros and shopping them for the lowest price we will be able to continue charging our customers less and paying our employees a decent wage. If we do not do this we will simply never ajust to chaning times and end up making our customers un happy as well as our employees.

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
Create a list of expenses with the service manager.	Office payable information	Myhself, Service manager and accounts payable	Increased gross profit and decresed expenses	5-15-2023 - 11-15-2023
Do a 100 to 150 count RO analysis	Acccess to the DMS for RO counts	Service manager and myself	To find our what our ELR is and if we should be asking for an increase for our warranty rate	5-15-2023-11-15-2023
Icrease our Warranty rate from 126 to 136 by 11-15-2023	Complete our RO Analysis and ask GM to go option A for warranty pay	Service advisor and myself	icrease gross profit in the serivce department	5-15-202 - 11-15-2023

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

We will track our proccess by going over the service expenses on a weekley managers meeting to watch them declince and ask if we are still recieving the neccessary service we need. We will also go over the composite to show the manager the increased gross profit from the icreased warranty rate.

Potential Obstacles?

A

getting denied by GM for the increased labor rate

if we swith vendors for lower expenses will the qulaity of work be the same.

Potential Solutions?

A

MAke sure we selet the right ROs for our RO analysis so that we have a better chance of a warranty increase.

Make sure we evaluate the less expensive vendor to make sure they do same quality work if we do switch vendors.

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

S M R T

By decrasing our expemses and increasing our gross I expect us to increase our gross in service by $20,000 form 5-15-2023 to 11-15-203. This will be done by shoopiing our vendors and keeping them accountable and also increasing our labor rate.

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

We will keep our up on this on a weekley basis by having our service manager present a report of expenses in our managers meeting to ensure that we are cuttin expenses where we need to on the fixed opterations side.