



## Financial Management Objective Homework

**Student Class #** Chris Osborne **Name:** H106 **Academy**

*I plan to accomplish the following objective our next class on:* May 8th **by**

**Provide the relevant composite data**

Department	Mont h	Page	Colum n
Service	Mar h	33	7

<b>Action plan for achieving objective</b>
<b>What is the area of focus?</b>
Customer Pay Gross
<b>What is the proposed plan? How will you achieve it?</b>
Increase Customer pay profit as a percentage of service gross.
<b>How will you track your progress? What measurements, KPI's? How often will you track?</b>
We will monitor per RO sales by advisor and by department. We will track a couple of times/week through Reynolds 3606 Report with the Service Managers and advisors. KPI's will be customer labor + parts avg to reach or exceed \$275/RO
<b>Who are the employees that will be involved, or impacted? Will they require training or assistance?</b>
Service Managers, Service Advisors, Technicians, GM, GSM
<b>Is there a cost, or estimated cost for implementation?</b>
No
<b>Projected date of completion? 90 days</b>

<b>Jan.</b>	<b>Feb.</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>