

## STRENGTHS

1	Management
2	Scheduling
3	Shop Equipment
4	Employee Treatment
5	

## WEAKNESSES

1	Skill level of technicians
2	Lack of shop computers
3	Advisor Knowledge
4	Communication
5	

## OPPORTUNITIES

1	More Business
2	Better communications with the customers
3	More computers in shop
4	Expanding usage of Xtime
5	

## THREATS

1	Losing Employees to competitors
2	Losing Business to competitors
3	Unsatisfied Customers
4	Poor Revenue
5	

## ACTION ITEMS & GOALS

1	Weekly Service and Parts employee meetings
2	Proper Xtime training for Service and Parts Employees
3	2 Computers ordered for shop