

# GROUP 700

Action List – To Be Reported on in  
Kona, HI  
January, 2020

# S.M.A.R.T

- S = Specific
- M = Measurable
- A = Actionable
- R = Realistic
- T = Time Based

# Jeff Tucker

## Triple T Tire Pros

- Increase parts GP from 54.8% to 56.8% – 12/19
- Investigate flushes – 12/19
- Complete 1<sup>st</sup> phase of video training “Tech 1” – 12/19
- Promote 73 location with TireGuru marketing – 11/19
- Inv. & impl. December promo buy 3 get 1 free (Gary & Guido’s – Hercules @ 50% & Toyo @ 30% GP’s) – 12/19
- Review GY prices to decide on Product Screen /correct prices – 12/19

# Angie Sullivan

## Sullivan's Tire Pros

- Separate personal expenses for reporting - 01/20
- Be more timely on reporting numbers – 01/20
- Set up “trust” - 12/19
- Clean up customer list – 12/19
- Research “paperless” process for payables – 01/20

# Keith Tucker

## Triple T Tire Pros

- Help managers with inventory management – 12/19
- Visit shops weekly to encourage the staff in the shops – 11/19

# Ryan Sullivan

## Sullivan's Tire Pros

- Create & present proposal to purchase building – 12/19
- Evaluate TAPPS and implement – 12/19
- Move “breakroom” to “parts room” – 01/20
- Make a POS decision & “move forward” – 11/19

# **Paul Palta**

## **Plus 1 Performance Tire & Auto**

- **Internal audit of stock – 10/28/19**
- **Expense line items, i.e. daily, weekly & monthly – on-going**

# Brad Griffin

## Griffin Tire & Auto

- Increase tire profit by advertising “Product Screen” 12/19
- Be prepared for week with George -11/19
- “Tire Disposal” charge of \$2/tire – 11/19
- Alignment price of \$79.99 for all cars – 11/19
- Change tire “Product Screen” to attain 25% GP – 1/20



# **Ryan Goff**

## **Roger's Wheel Alignment & Tire**

- **Get back to basics, create the processes to keep the store clean & organized – 11/19**
- **Have my house finished 90% - 01/20**
- **Create better standards for employee appearance – 12/20**

# Luke Speck

## Speck Tire Sales

- Increase labor rate \$2-3/hr. – 12/19
- Continue to manage Payroll – O.T. – change schedule – 11/19
- Medium Duty labor rate @ \$125.67 – 11/19
- Payroll to 55-58% - manage hours – 12/19
- 2-3 digital inspections – personal – 12/19
- Review/implement new phone procedures – 11/19

# Cody Downes

## Murrysville Auto Clinic

- Expenses to 18% - 03/20
- Remove “free” flat repairs from M & B – 11/19
- Raise flat repair to \$28 – 11/19
- Investigate “Key words” – 11/19
- “Employee of the Month” as voted on by employees – 01/20

# Nick Lenhart

## Lenhart's Service Center LLC

- Explore ways to better communicate between employees, e.g. walkie-talkies, “Group Me”
- Set up “Amazon Prime” business account
- Perform “Spaghetti” diagram for LOF
- Compare Merchant Partners to current processors
- Continue staff meeting w/agenda & employee input
- Build “dashboard” PP/update

# **Randy Cherniss**

## **Cherniss Tire World Tire Pros**

- **Cost of TAPPS program – 11/19**
- **Oil & filter line item – oil & filter – 01/20**
- **List procedure for LOF – Paul Palta – 11/19**
- **Group 31 or ATD – TPMS kits – put into action – 10/19**

# Steve Boyajian

## Route 66 Tire Pros

- Increase Glendora “car count” to 15/day – 12/19
- Burbank average ticket to \$210 – 12/19
- Manager meetings “on line” – 11/19

# Steven & Susan Moss

## Wilson Tire Pros & Automotive

- Lower expenses – 01/20
- Update Google, Facebook & Instagram photos – 12/19
- Stop including “personal” expenses on reporting – 11/19
- Check on Amazon “Installer” certification – 11/19
- Implement “red & yellow” key tags – 11/19
- Create a spreadsheet to track personal & business expenses – 12/19
- “Declutter” showroom – 01/20

# Bill Roper The Tire Barn

(carry-over from Pittsburgh)

- Install, train on & launch TireShop POS – 12/19
- Set up “home office” – 11/19
- Define responsibilities for managers – 11/19



# Harry Boyajian

## Route 66 Tire Pros

- Concentrate on Glendora operations & numbers – 12/19
- Follow up with Digital Inspections – 12/19

# Butch & Lori Hammett

## Family Tire Pros

- Get caught up on P&L's – 11/19
- Raise “Disposal Fee” for tires by \$1 – 10/19
- Sign up for TAPPS – 11/19
- Migrate to TireShop – 12/19
- Re-set “phone training” – 11/19

# Brad Goff

## Rogers Tire Pros

### ■ Caldwell:

- *Follow up on store visit, working on shop cleanliness, system and procedures. Daily and weekly starting October 28, 2019.*
- *Clean and organize the center stock room get rid of junk! End of January, 2020.*
- *Resurface and paint front kiosk at Caldwell from old action list. February 2020.*
- *Build a trailer / tow vehicle testing cart.*
- *More training on system and process of vehicles.*
- *Get back to lunch schedules with tire techs.*

### ■ Meridian

- *Work with Chris about shop cleanliness / importance of how it reflects how customers cars will be cared for. In any down time work on systems and process for that store.*

# Sonia & Drew Mortensen

## Ralph's Tire Pros

- Raise labor rate to \$115/hr.
- Raise alignment prices to min. \$89.99
- Implement new training and “onboarding” process
- Bring Josh to front counter to relieve pressure on Drew

# Guido, Darrin & Gary Big Discount Tire Pros

- Convert to a new POS software - 01/20
- Increase parts GP by 4% - 01/20
- Increase accessory and disposal fees - 01/20.
- Implement a digital inspection program - 03/20.

# Dale Roo

## Big Sky Tires (Eureka)

- Improve GP 50%-55% 1/1
- Increase labor rate \$95-\$98. 1/1
- Increase parts matrix 3% 1/1
- Hire a C tech 7/1
- Hire service mgr. 5/1

# Nick Collier

## Tire City Tire Pros (Eureka)

- Increase labor rate to \$109.67. Yesterday
- Nail down inspection process (DVI)
- Identify and rework signal services
- Get manager and sales to training
- Become very granular with workflow
- Cameras in all stores