

GROUP 700

Action List – To Be Reported on
during Virtual meeting
June 23, 2020

S.M.A.R.T

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

Guido, Darrin & Gary

Big Discount Tire Pros

- Implement/integrate autotext.me tablet program – 3.31.20
- Review OPP tire line - pricing & product – 3.31.20

Harry Boyajian

Route 66 Tire Pros

- Explore to change payroll period from bi-weekly to twice a month – 2.29.20
- Manager meetings “on line” (repeat S.B.) – 2.29.20
- Continue the digital inspection process/implementation (repeat H.B.) – 2.29.20
- Concentrate on Glendora operations & numbers (repeat S.B & H.B.) – 2.15.20

Bill Roper

The Tire Barn

- Increase labor rate \$1.00 -2.1.20
- Increase the number of alignments “YOY” by 20% through better training & scheduling – 3.31.20
- Launch TireShop – 3.1.20

Ralph, Sonia & Drew Mortensen

Ralph's Tire Pros

- Software – fixed or converted – 05.20
- Implement inspection program – 03.20
- Increase labor rates quarterly – 02.20
- Increase flat repairs – 02.20
- Follow thru with training – FEA – 05.20

Jeff Tucker

Triple T Tire & Auto Service

- **Correct 01's PR expense – 02.15.20**
- **Make a reminder in calendar to raise labor rate by \$1.00 every 4 months – 02.01.20**
- **Contact Wynn'/BG about flush machines & training – 03.30.20**
- **Review Lex brodie's colored sheets for integration – 04.15.20**

Brad Goff

Rogers Tire Pros

- Improving the inspection process start to finish: Goal is to improve efficiency and bottom dollars – 2.28.20

Inspection process Issue: Not being performed in a cookie cutter format and how we., properly, deliver information to the customer. The importance of why we collect the proper phone numbers and email.

- Have manager do their own spaghetti diagram for all jobs and then involve technicians in the process later - 4.17.20.
- Store managers idea on: Discounts for friends and family: Example one day four times per year - 2.2.20
- Store managers to set goals for a clean and inviting store – 2.28.20

Butch & Lori Hammett Family Tire Pros

- All tire sales staff to pass “Tire Sales 101” – 2.28.20
- Finish financials for 2019 – 2.15.20
- Set up new web provider – 3.31.20
- Sign up for TAPPS Pay – 3.31.20
- Reset phone training – 2.28.20
- Perform “Spaghetti” diagram on tires & LOF’s – 02.28.20

Luke Speck

Speck Tire Sales

- Raise alignments from \$89.95 to \$94.95 – 2.10.20
- Look into inspection tech only – 3.1.20
- Shop Foreman & Service Manager JD's – 3.15.20
- Phone techniques “Yes, I can help you” – 5.01.20
- Drop 20lbs.. i.e. 5lbs/month – 5.01.20

Brad Griffin

Griffin Tire & Auto

- Reduce Payroll percentage to Sales/GP – 03.20
- Change tire “Product Screen” to increase GP percentage to 25% - 1.31.20
- Create video for online advertising – 03.20
- Cancel SharePoint & set up Google drive with management documents -1.31.20

Cody Downes

Murrysville Auto Clinic

- **Raise total GP to 68% - 6.1.20**
- **Pay guys to do training – 2.1.20**
- **Get back to “leadership” audio books – 2.1.20**
- **Get back to running – 2.1.20**

Nick Lenhart

Lenhart's Service Center LLC

- “Side by side” comparison of expenses with the group where % wise we are higher
- Continue monthly employee meetings - monthly
- Create PowerPoint for DMB – 2.28.20
- Hire Customer Service rep – 2.21.20
- Raise labor rate on “non signal” services

Steven & Susan Moss

Wilson Tire Pros & Automotive

- Raise labor rate to \$105 – 1.31.20
- Work on ideas for showroom based on Bill Roper's Best Idea "Advertising Quiet" – 05.20
- Martin's inflation box – 2.25.20
- Work on a cleaning schedule – 3.25.20
- Breakout "personal" expenses – 01.20

Ryan Goff

Roger's Wheel Alignment & Tire

- Make sure that managers are creating “cleaning” schedules – 2.20.20
- Look at numbers & determine if closing on Saturday's is a good business decision – 2.3.20
- Get sales staff trained & back to using TV's & tablets for sales – 3.3.20
- Refresh appearance of showrooms in both stores. It will be a continued discussion of this will look like – 4.1.20

Angie Sullivan

Sullivan's Tire Pros (carry-over from Eureka)

- 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

Ryan Sullivan

Sullivan's Tire Pros (carry-over from Eureka)

- 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 (carry-over from Eureka)

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

Randy Cherniss

Cherniss Tire World Tire Pros (carry-over from Eureka)

- **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**

Dale Roo

Big Sky Tires (carry-over from 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 (carry-over from 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