

2017 Holman North Fixed Operations Recognition Program

The Partners In Excellence Team is pleased to announce the 2017 Holman Fixed Operations Recognition Program. This program is designed to recognize the best results in fixed operations. It is your extraordinary efforts each year that turn hours, sell parts and service, maintain gross profit, and deliver excellent customer service.

There will be a special dinner to celebrate all of the great employees of Holman Automotive group and the entire Fixed Operations Team. The event will include special presentations to all winners! All cash awards will be “taxed up” which means the amount you win is the amount you receive. Let the competition begin!

The program this year will be comprised of data from November 1, 2016 – October 31, 2017.

Program Guidelines

Cash awards will be granted to the Top Technician at each store, the Top Service Advisor at each store, the technician with the highest FIRTFT score (across all stores), and the Service Advisor with the highest CSI (across all stores). The Top Technician and Top Service Advisor will also be recognized as such. A cash award will be given to the Top Body Shop Estimator, Painter, and Metal Technician at our body shop location. Like last year, the Parts Departments will be rated as a team, and the Top Parts Department will be awarded.

Who is Eligible

There are separate program measurements and criteria for Service Technicians, Service Advisors, Body Shop Technicians, Painters, Estimators, and Parts Departments. Please read the Program Guidelines below for each group.

Holman Technicians, Service Advisors, Body Shop Estimators, Painters, Metal Technicians, and Parts Department Associates who meet the following criteria:

- Service Technicians, Service Advisors, and Body Shop Estimators, Painters, and Metal Technicians must be a Holman employee as of May 1, 2017.
- Parts employees must be a Holman employee as of August 2017.
- Must be employed with Holman at the time of the dinner award presentation.
- Trainees will not be eligible until they have completed training and have at least six months of tenure with Holman.
- Must be in good standing at the time of the dinner. If an individual received disciplinary action during the year eligibility will be determined by the platform manager.

Program Guidelines & Qualifications- Top Service Technicians

All Service Technicians are ranked according to a point system. Associates must maintain FIRTFT scores equal to or above your manufacturer's program year-to-date Region/Zone averages.

Program Guidelines & Qualifications- Top Body Shop Metal Technicians and Painters

Metal Technicians and Painters are ranked according to a point system. Metal Technicians and Painters will be placed into one of two weighted job factors:

- Fast Track/Light Body Repair- 100% job factor
- Collision Repair Painter/Heavy Collision Repair- 120% job factor

Program Guidelines & Qualification- Top Service Advisors

Service Advisors are ranked according to a point system. Service Advisors must maintain CSI scores equal to or above your manufacturer's program year-to-date Region/Zone average.

Program Guidelines & Qualifications- Top Body Shop Estimators

Estimators are ranked according to a point system.

Program Guidelines & Qualification- Top Parts Departments

Parts Associates will be measured as a department, by dealership. All Parts Departments are ranked according to a point system. Parts Department must have a service CSI score equal to or above your manufacturer's program year-to-date Region/Zone averages. The top Parts Department will be the department that has the highest total points when all categories are summed.

Any dealership partnered with Holman Parts Distribution will not include Holman Parts Distribution work in their overall Parts calculations.

Who is Eligible- FIRTFT / CSI Leader

Holman Technicians and Service Advisors who meet the following criteria:

- Must be employed with Holman at the time of the dinner award presentation.

Program Guidelines and Qualifications- FIRTFT

FIRTFT Winner will be determined by:

- Highest FIRTFT score across all brands.
- In the event of a tie the award will be given to the Technician with the highest productivity %.

Program Guidelines and Qualifications- CSI Winner Service Advisor

The CSI Winner will be determined by:

- Highest CSI across all dealerships.
- In the event of a tie the award will be given to the Service Advisor with the most hours sold.

PROGRAM AWARDS

Top Technician Winners

Top Technician Overall
Audi WG
BMW- ML
Cadillac
FLMS
FLTV
Infiniti
Mini ML
Princeton BMW
Princeton Mini
Toyota

FIRTFT Award

1st Place

Body Shop Winners

FLMS Top Body Shop Metal Tech
FLMS Top Body Shop Painter
FLMS Top Body Shop Estimator

Top Service Advisor Winners

Top Advisor Overall
Audi WG
BMW-ML
Cadillac
FLMS
FLTV
Infiniti
Mini ML
Princeton BMW
Princeton Mini
Toyota

CSI Service Advisor Award

1st Place

Top Parts Department Winner