

The Seven Controllables Of Service Department Profitability

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The Controllables. In June, I changed my attitude. I called a meeting with my team and asked them to forgive me for focusing on the wrong things. We developed a mantra: "If we control the controllables, everything else will follow." We set off on a new course to focus on the areas of our jobs we could 100% control.

Leaders: Control The Controllables - Dave Anderson
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