



HOMWORK ACTION PLAN

S SPECIFIC **M** MEASURABLE **A** ACHIEVABLE **R** RELEVANT **T** TIME-BOUND

Name Robert Lapp Class # N420
 Dealership Ramsey Motor Company Date 9/15/2023

Current Situation or Challenge to be Addressed:	Current Days to lot excessively high		
Current Performance Level (include specific measure):	Current Days to lot are 34		
Goal (what do you want to achieve?)	Thirty four days is an exorbitant amount, I would like to achieve an average of 7 days. We purchase a high amount of cars through auction. We see a lot of 4 to 5 days in shipping.		
Goal Performance Level (include specific measure)	I will build an excel spreadsheet to track the progress of inventory needing to go through the inspection process.		
Goal Start Date:	11/1/2023	Goal End Date:	11/30/2023
First Check-in Date:	11/8/2023	Performance Objective:	I do not expect a lot of progress this soon as everyone is getting accustomed to the new process
Second Check-in Date:	11/15/2023	Performance Objective:	I would like to have the majority of older units complete, 25 day average.
Third Check-in Date:	11/22/2023	Performance Objective:	12 day average
Fourth Check-in Date:	11/30/2023	Performance Objective:	5 day average
How does your goal align with the dealers' vision?	The dealer and myself share a vision of improving the performance of the store. We are both aware of the issue we have with recon time and are will to do what it takes to improve.		
What are the potential benefits of achieving	Improving days to the lot will allow me to have more inventory retail ready in the fresh bucket allowing me to sell more cars during that time.		

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your goal?	
What are the potential consequences if you don't achieve your goal?	The main consequence of not achieving my goal is to have no improvement. We are profitable now, however the potential of increasing GROI on used vehicles is astounding if we reduce our days to lot, which I hope in turn increases our turn rate.
Why is the goal important to you?	We currently have a turn rate of 5.4 causing our GROI to be low. The vehicles we sell in 0-30 days have a much higher than average
Potential Obstacles	Our current technician we use for used vehicle inspections may be use to the slower pace of 34 days to the lot. No real sense of urgency.
Potential Solutions	Possibly look at a bonus system if we meet our goal. Pay more if vehicles are completed in the five days.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Assuming reducing days to the lot from 34 to 5 increases my used turn rate from 5.4 to 10 we would have an increase in front and Back end gross of \$1,354,867

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve? For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Develop a tracking system using excel	Knowledge of each step required in recon	General Manager/Internal Service Advisor	Be able to track where we are in the recon process on each unit	11/1/2023, 11/8/2023, 11/15/2023, 11/22/2023, 11/30/2023
Set up one dedicated Tech for internal	Ability in shop load to move a tech or hire a tech	General Manager/Service Manager	Having one tech focused on internat recon should improve time	11/1/2023, 11/15/2023, 11/30/2023
Monitor Recon Process	Review log sheet with Advisor	Service Advisor/tech	We need to see weekly progress towards out goal	Weekly

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As you work toward your goal, it’s important to have interim check points with specific, measurable objectives so your team can hold themselves accountable. If everyone knows the goal and objectives, you don’t have to spend your valuable time micromanaging.

Once you’ve accomplished your goal, added or adjusted policies, procedures, and behaviors, now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

We will have to continually monitor and track our days to lot on all used vehicles. Used Vehicle Inspection log will have to be constantly updated by the Internal service advisor and the sales manager.

Describe any planning or implementation meetings conducted as part of development of your plan.

We will have a meeting first with the Owner, General Manager, Sales Manager and Service Manager to discuss the plan and how it will be implemented. The next meeting will be with the new Internal advisor and internal tech to discuss the log sheet and the process. Meetings with the internal advisor will be held weekly to discuss progress and improvements that need to be made to the process.

Sponsor Signature: _____