



HOMEWORK ACTION PLAN

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

Name Joshua Viera Class # N421

Dealership Canton Ford Date 10/17/2023

Current Situation or Challenge to be Addressed:	Our reconditioning process is not the greatest. I would say the average is about 12 days. We have been short staff for a while and it has effected us.		
Current Performance Level (include specific measure):	We take about 12 days to get a car out of the reconditioning process.		
Goal (what do you want to achieve?)	I want to achieve a faster reconditioning process in order to manage our used inventory better.		
Goal Performance Level (include specific measure)	I want our process to be a 3 day reconditioning process.		
Goal Start Date:	10/17/2023	Goal End Date:	1/1/2024
First Check-in Date:	10/31/2023	Performance Objective:	10 day reconditioning process
Second Check-in Date:	11/14/2023	Performance Objective:	8 day reconditioning process
Third Check-in Date:	11/28/2023	Performance Objective:	6 day reconditioning process
Fourth Check-in Date:	12/12/2023	Performance Objective:	4 day reconditioning process
How does your goal align with the dealers' vision?	The dealers vision is to be a successful used car operation and we can't do that if our used cars sit for 12 days before hitting the front line.		
What are the potential benefits of achieving your goal?	The benefits of achieving this goal is that instead of having the vehicle on the front line for 48 days we will have it for 57. Within the first 72 hours we will be able to figure out if we need to wholesale or arbitrate the vehicle if it is an auction car.		
What are the potential consequences if you don't achieve your goal?	If we don't achieve this goal then we will continue to have the issue of of cars sitting for 12 days which is 12 days less that we can sell the vehicle.		
Why is the goal important to you?	A 3 day reconditioning process is very important in having a successful used car operation. This helps us have a better turn and also make more money on the vehicle.		
Potential Obstacles	Not having enough people.		

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Potential Solutions	We need to hire an internal advisor is that we can have someone that is fully dedicated to the processes. Also just have someone that is managing the techs so they aren't just doing whatever they want.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	4-5k monthly.

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
Hire an internal service advisor.	Indeed	Service manager/ general manager	Hire a internal service advisor	10/01- 10/14
Make sure everyone understands the processes	Training	Service manager, Used car manager, General manager	Have everyone on the same page.	10/14- 10/17
Hold everyone accountable	Weekly meetings	General manager/ Service manager	Less mistakes and faster turn	10/17- 01/01
Decide if we are going to use rapid recon	Demo	Service manager, General manager, used car manager, Internal advisor	We either continue and perfect our processes or switch to rapid recon	10/17
Use google sheets if we don't go with rapid recon	Google sheets doc	Internal advisor, service manager	To be more organized.	10/17
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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.



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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.

My plan is to have the processes embedded in my managers brain so that it is second nature to them. Managers will have to ensure that the process is being follow so that they can catch anything that falls through the cracks. Hopefully they will be able to identitfy those mistakes fast in order to correct them with minimum cost.

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

We will be doing daily lot walks in order to go over any new vehicles, trade ins, auction cars we have received from the previous day. This will help us identify if the vehicle has an issue with it and then come up with a plan of action. Also we will be doing weekly meetings with the service manager, used car manager, general manager and internal advisor to go over the used vehicles.

Sponsor Signature:

