



HOMEWORK ACTION PLAN

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

Name <u>Wendy Capri</u>	Class #	<u>N424</u>
Dealership <u>Sunnyside Chevrolet</u>	Date	<u>11/27/2023</u>

Current Situation or Challenge to be Addressed:	Reconditioning/Front Line Ready Takes too long to get to market		
Current Performance Level (include specific measure):	Takes as long as 19 days to get photo/front line ready.		
Goal (what do you want to achieve?)	72 Hours front line ready for 95% of merchandise.		
Goal Performance Level (include specific measure)	48 -72 hours with proper processes and associates in place.		
Goal Start Date:	12/11/2023	Goal End Date:	1/17/2024
First Check-in Date:	12/13/2023	Performance Objective:	Day one first photo before recon
Second Check-in Date:	12/27/2023	Performance Objective:	10 Days to get front line ready
Third Check-in Date:	1/10/2024	Performance Objective:	8 Days to get front line ready
Fourth Check-in Date:	2/15/2024	Performance Objective:	72 Hours front line ready for 95% of merchandise.
How does your goal align with the dealers' vision?	This goal aligns with our vision, just have always struggled achieving these deadlines/processes.		
What are the potential benefits of achieving your goal?	Improved gross, net, associate satisfaction, guest satisfaction, more money for all involved.		
What are the potential consequences if you don't achieve your goal?	Achieving what we have always achieved and that no longer works in the retail car market any longer.		

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Why is the goal important to you?	I want to see buy in from my managers and make them more successful than they believed they could in the past.
Potential Obstacles	Hiring and keeping technicians and lack of buy in of the processes.
Potential Solutions	Strong Communications that are continuous and ongoing.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Our turn rate will improve to 8 for most of 2024 with continuous improvement and a goal of 11-12 for 2025. With our turn rate improving in 2024 it should warrant an improvement of 1.1 million in gross dollars.

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
Meet with service manager.	NADA Guides and class case study.	Service Manager Myself	Buy in from Service Manager and Dept.	Already met with him. No end dates, daily check ins.
Meet with sales Manager/s	NADA Guides and class case study. Dale Pollak's Book and class recording.	Sales Manager/s Myself	Clear understanding of our vision and goals.	Already met with them, December 4th to make sure we are on the same page as discussed previously.
Meet with photographer.	Team knowledge in order to explain our new goals and processes. Live google docs to keep track.	Sales Managers	Clear understanding of the importance of time sensitive inventory.	This week and ongoing follow up
V-Auto best practicess.	V-Auto tutorials and meet with our rep on a regular basis.	Sales Managers Myself	To improve turn rate on new and used	Today, I have a 1:00 meeting with our rep. Focusing on

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
				Market Days Supply.
Check-ins	Data, using the many tools given to us from NADA/V Auto/ PIN	Sales Managers Service Manager Myself	Continuous Communications and improvement.	Bi Weekly
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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.

This will be an ongoing process, much like eating an elephant. I do not believe that even when you hit your goal/s it's then time to stop and sit back. This business is changing ever so quickly and with that being said, we need to as leaders as well. I will commit to holding all of my team members accountable as well as myself. I will get more involved in the VAuto process along with my other managers. Consistent and often check ins, meetings and clear communications is vital to be successful in any business.

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

We will meet as a team regarding this subject as well as some other items from our class. Our first meeting will be to listen to Dale and get some buy in from my management team. Then it's going to be ongoing from there. A live google sheet will be implemented as we continue to measure our improvements.

Sponsor Signature: _____