



Name Meaghan Van Duren Class # NADA 421-08

Dealership Ramsey Chrysler Jeep Dodge Ram Date 10/3/2023

Current Situation or Challenge to be Addressed:	Reconditioning time needs to be decreased to an average of 2 or 3 days. We are currently average a 7 day turn around. This is not just due to our techs but to all of the sublet work that needs to be done on the cars. We need better communication between the sales and service department for cosmetic work. When it comes to communication on body work that needs to be done, our mechanics should not be the ones who are checking the dents and scratches and wasting their time doing that. This should be getting done at sales then sales giving service a list of what sublet work needs to be done cosmetic wise.		
Current Performance Level (include specific measure):	The used cars we take in on trade sometimes sit over at our sales building for a number of days before it brought over to our service department to start the recon process. Then we have used car techs who look over the cars mechanically and cosmetically within the first day of the cars being brought over. Me and our internal adviser (in charge of recon) are sending pictures of the cosmetic damage to our used car manager to get approved for sublet work after our techs look over the car and tell us what damage they see. I think if our used car manager looked over the cars after they get appraised with a list of cosmetic work that needs to be done will cut our time. Then after the work gets approved we start the sublet process.		
Goal (what do you want to achieve?)	To cut down on reconditioning time from 7 days to 2 days.		
Goal Performance Level (include specific measure)	Our goal is to have our cars through our shop and front line ready in 2 or 3 days by February 2024.		
Goal Start Date:	10/2/2023	Goal End Date:	2/1/2024
First Check-in Date:	10/31/2023	Performance Objective:	Cut recon time to 6 days
Second Check-in Date:	11/30/2023	Performance Objective:	Cut recon time to 5 days
Third Check-in Date:	12/1/2023	Performance Objective:	Cut recon time to 4 days
Fourth Check-in Date:	12/15/2023	Performance Objective:	Cut recon time to 2 days
How does your goal align with the dealers'?	This goal aligns with the dealers vision because we will get cars front line ready faster which will also help turn our inventory faster.		

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vision?	
What are the potential benefits of achieving your goal?	The benfitis of achiving this goal will be getting our used cars front line ready faster.
What are the potential consequences if you don't achieve your goal?	If we do not improve this process we will contuine to lose money and opperunity as our cars sit waiting to get sublet work done.
Why is the goal important to you?	This goal is important to me because I want to see our used car dept do succeed and also work with our service department seamlessly.
Potential Obstacles	People being suck in their old ways not wanted to adapt. Backordered parts will also be an obstacle. Relying on other businesses (sublet vendors) to help achieve our goal.
Potential Solutions	Motivating our employees with insetives. Finding another bodyshop to help take the load off the one we currently use. Selling used cars in not "like new" conditon cosmeticlty.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	The financial impact of bringing our recon time to 2-3 days average will increase profits by being able to move our inventory faster.

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
While car is getting appraised the appraiser is making a list of all cosmetic work that needs to be done to vehicle.	List of cosmetic damage	Sales Mangers/ appraisers	List of sublet work	Day 1
Once car is apprased it is brought over to service right away	Lot or sales man driving car to service building	Sales mangers	Cars not sitting in the lot for multipul days waiting to get drivien over to the	Day 1

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
			service building	
RO opened and given to tech for a used car safety check to determine mechanical work to be done	Internal advisor and used car tech	Internal advisor	Getting the car checked in an hour and estimate put together to see if car will get WS or not	day 1
Once aproved tech starts working on car	Tech and parts avaibility	Tech, parts department	If we stock the proper parts we will not have to wait for ordered or back ordered parts.	Day 1 or 2
Car will be ready for sublet work from the sheet set up by mangers appraising the car	Obtain cosmetic inspection report from sales manger/ appraiser	Sales manger, internal advisor, sublet vendors	Sublet work back within the next day	Day 2 and 3
Sublet work is complete and detail process is done	Wash bays for detial	Detail team	Interior cleaned and exterior cleaned and buffed	Day 2 or 3
Used cars on front line	Lot guys moving cars over to sales building	Service manager, used car manger, lot guys	Car to be on front line ready for sale	Day 2 or 3

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 ensure that our new policies stay we will have weekly check ins/ meeting to ensure the processes is working and everyone is held accountable. Also to get feedback on what is working

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and what needs to be improved.

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

We will need to have a meeting with the service managers and anyone who is appraising cars and our used car manager to share the plan with.

Sponsor Signature: _____