



## HOMEWORK ACTION PLAN

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

Name <u>Jimmy Morales</u>	Class # <u>Asbury- A06</u>
Dealership <u>Park Place Lexus Grapevine</u>	Date <u>1/10/2024</u>

Current Situation or Challenge to be Addressed:	Have pre-owned vehicles up front and ready to sale quicker		
Current Performance Level (include specific measure):	Currently at 6 with days to recon		
Goal (what do you want to achieve?)	Goal is 4 days or less		
Goal Performance Level (include specific measure)	Measuring days before service and in service		
Goal Start Date:	1/10/2024	Goal End Date:	12/31/2024
First Check-in Date:	1/10/2024	Performance Objective:	5.5
Second Check-in Date:	1/10/2024	Performance Objective:	5
Third Check-in Date:	1/10/2024	Performance Objective:	4.5
Fourth Check-in Date:	1/10/2024	Performance Objective:	4
How does your goal align with the dealers' vision?	Goal of having a faster turn of our pre-owned vehicles		
What are the potential benefits of achieving your goal?	More profitable transactions with a quicker turn		
What are the potential consequences if you don't achieve your goal?	Keep the same and not an increase in profitability		
Why is the goal important to you?	We currently have a solid days to recondition but know we can make some adjustments to do even better, helping the store become more		

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	profitable and delivering a quicker/better client experience
Potential Obstacles	Paint seems to be the longest when that is needed that could contribute to delays
Potential Solutions	Find ways to streamline paint and/or utilize outside vendor in appropriate cases
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	At least a 5% increase/effect on PVR (increase about \$18,000 in gross)

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
Weekly internal team meeting	Internal team and service/parts management	Service Director	Enhance and find areas that are bottlenecking for improvements	11/13/2023 and weekly checkpoints
Set a standard time limit (days) before we spread vehicle throughout all of the techs in the shop	Internal team	Internal ASM and Internal tech team leader	During busy times there will be no lengthy periods of vehicles sitting before being pulled into shop	11/13/2023 and weekly checkpoints
Create and utilize shared spreadsheet for communication	Google worksheet shared with internal team	Service Director and Internal ASM	Tracking where the vehicle is visually will help keep organized	11/13/2023 and weekly checkpoints
Communicate to sales if key has not been sent over quickly with make ready	Internal ASM and pre-owned management and porters	Internal ASM	This will help improve days before service	11/13/2023 and weekly checkpoints

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Pass vehicle to next stage if waiting on a special order	CDK/parts	Internal ASM and internal techs	Will decrease delays for parts that don't affect drivability	11/13/2023 and weekly checkpoints
Send out weekly tracking of our days to recon number	Days to recon reporting	Service Director	Keep the focus of our days to recon progress and actualy days	11/13/2023 and weekly checkpoints
Service to communicate with pre-owned management team	Service and pre-owned	Service Director and Pre-owned director	Open communication to discuss areas of opportunity and how things are going	11/13/2023 and weekly checkpoints

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.

Consistenlty talk about the wins and what is working. Show the improvement and continue to send out days to recon tracking to always keep the focus.

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

Our meetings will consist of service management, shop foreman, parts director, internal ASM and internal tech team leader to have open lines of communication on what is going well and what we can do to adjust for improvements

Sponsor Signature: \_\_\_\_\_