

## Used Vehicle Department Improvements

Today's Date: 6/25/18 Target Date: 9/30/18 Start Date: 7/1/18

Date Achieved: \_\_\_\_\_  
Used Vehicle April 18 11 1  
Department Month Composite Page Column Line

### SMART GOAL

**Specific:** What exactly will you accomplish? KPI is -729. KPI will be 0.

Used car profitability

- 80 units / month
- Front end gross \$1000/unit
- Back end gross \$1800/unit

**Measurable:** What reports / calculations will you use to measure your results?

days supply calculation, inventory turns calculation, GROI  
inventory report, sales / gross reports from DMS

**Achievable:** Is achieving this goal realistic with effort and commitment? Have you got the resources to achieve this goal? If not, how will you get them?

Yes, this goal is very realistic. We are on track to hit the  
goal within a couple months. Yes we have the resources  
between changes made & studying the financials.

**Relevant:** Why is this goal significant to your dealership operations? To You?

The department hasn't been profitable this year & we just  
made a major change (GSM) which was crucial to the  
department's success.

**Timely:** You answered "what" under specific. Now tell us BY WHEN.

By September 30<sup>th</sup>, 2018

**Take Action!**

Potential Obstacles

Potential Solutions

Aged Inventory	→	lot set up (aged up front)
Quicker UVI process	→	better communication
hitting gross goals	→	training

Who are the people you will ask to help you?

New GSM → Barry  
 Used Vehicle Manager → Paul

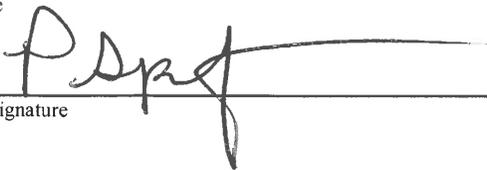
Specific Action Steps: Break down your BIG goal into smaller, intermediate goals. What are those steps?

What?	Expected Completion	Completed
increasing turns		
- less aged inventory	9/30	
- UVI process	7/30	
- digital marketing	✓	✓
GP/veh. sold		
- training	NOW!!	
F & I gross		
- product presentation	8/1	
- update menu	8/1	

Other Information / Comments:

Pete Spitzer

Print Name



Manager Signature

6/25/18  
Date

N-338  
Class Number