ACTION PLAN 1

S Specific M Measurable A Achievable R Relevant T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

The goal I would like to achieve is to develop a spreadsheet so that I can have meetings with the key players in my dealerships discussing the most important metrics to measure and develop a weekly action plan.

BOTTOM LINE: Benefits of Achieving Your Goal

Create Full GM's who have their eye on everything. If they can measure it they can manage it.

Consequences of Not Achieving Your Goal

We will have single dimensional operators and greatly sacrifice our net by not having our eye on the ball of all key metrics

When will you start? ASAP

How will you gauge your progress? When? Using which metrics?

- Implemented as soon as I got back. Have been meeting with management weekly. Once OEM financials are finalized have meetings with team about previous month performance and develop action plan moving forward//
Gauge progress by measuring the improvement on every area discussed.
Metrics used: Pre Owned Vehicle Supply, Turns, Pre Owned GP, Operating Profit, Absorption, A/R - Sales, Incentive, P S BS, Warranty

We have created a new dashboard on our tableau to track all of this. Keep our eyes on it every day

What specific actions will you take to achieve your goal? Who can help you?

Please see above

Potential Challenges?	Potential Solutions?
GM buy in Time Restrictions Waiting on Financials Proper data being entered DMS working with us - API integrations	Coach all GM's . Help them understand the initiative. Training them to be full fledged GM's Montly Meetings scheduled well in advance so they can prepare and dedicate the time needed Work arounds if we can not obtain the API from DMS Measuring all data being entered through our BI team