

POST CLASS ACTION PLAN - Used Trucks

2023 Results	# of Units		8			
Month	2023	2024	Var	Appointments	Leads	Calls/Month
Jan-24	2	0	-2	17	6	40
Feb-24	0	0	0	12	4	51
Mar-24	1	2	1	20	9	87
Apr-24	0	0	0	41	12	157
May-24	2	1	-1	2	4	13
Jun-24	1		-1			
Jul-24	0		0			
Aug-24	1		-1			
Sep-24	1		-1			
Oct-24	0		0			
Nov-24	0		0			
Dec-24	0		0			
	8	3	-5	92	35	348
	% of Increase		-62.50%			

Avg Calls Per Day
1.9
2.4
4.1
7.5
0.6
0.0
0.0
0.0
0.0
0.0
0.0
0.0
0.0
17

What is your goal?
What do you want to achieve?
From what metric? To what metric?
By what date?
How does this goal align with or support your dealer's vision?
What are the BENEFITS of achieving your goal?
What are the CONSEQUENCES if you don't?
Why is this goal important to you?



What specific actions or steps will you take to accomplish your goal?
 For each, be sure to include necessary resources, who is accountable?

SPECIFIC ACTION/STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?
Create Opcode	CDK DMS	Service Manager
Train Service Advisors	Monday Department Meeting	Service Advisors
Train Technicians	Wednesday Morning Meeting/Huddle	Technicians
Create Report for review	CDK DMS	Service Manager
Review Report Daily	CDK DMS	Service Manager

My goal is to implement service 30-point inspection.
Start with 10% of monthly RO's to 50% of month RO's.
Generate more labor add on sales and increase service revenue by upselling 2 labor hours.
Beginning 4/1/24 and reaching the goal by 9/30/25
By increasing our service revenue.
Customer satisfaction by detecting problems with the vehicles in the diagnostic phase which will increase the repairs for the customer initially.
Lack of increase revenue and increase in customer delays of having repairs completed because it could decrease the downtime of the vehicle.
Our dealership vision is to increase quality and performance while increasing customer satisfaction.

our goal? What will you do differently or improve?
 countable, the measurable result, and dates.



EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
Ease in adding Opcode	3/12/24	3/12/24	<input checked="" type="checkbox"/>
Establish beginning date	3/18/24	3/18/24	<input checked="" type="checkbox"/>
Review of items on the inspection	3/20/24	3/20/24	<input checked="" type="checkbox"/>
Set report to automatically run	3/21/24	3/21/24	<input checked="" type="checkbox"/>
Review Report	4/2/24		<input type="checkbox"/>