



HOMEWORK ACTION PLAN

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

Name Ronald Gripp Class # N435

Dealership New Century BMW Date 6/6/2024

Current Situation or Challenge to be Addressed:	Warranty Claim submission is above Western Region average of 4 days.		
Current Performance Level (include specific measure):	As of May 2024 we are at 7 days		
Goal (what do you want to achieve?)	Ciam Submission time to be at or better than Western Region Average		
Goal Performance Level (include specific measure)	4 days or less!		
Goal Start Date:	6/1/2024	Goal End Date:	9/5/2024
First Check-in Date:	7/5/2024	Performance Objective:	6 days submission
Second Check-in Date:	8/5/2024	Performance Objective:	5 days submission
Third Check-in Date:	9/5/2024	Performance Objective:	4 days submission or Western Region Average
Fourth Check-in Date:	Use Dropdown to enter a date.	Performance Objective:	Click or tap here to enter text.
How does your goal align with the dealers' vision?	Faster submission correlates with claims being paid faster, efficiency. Warranty Schedule is cleaner, better for owner and business office		
What are the potential benefits of achieving your goal?	Repair orders are closing faster which means technicians, advisors, department are paid when work is completed. For myself, now I am accurately monitor the pace of the department for labor production.		
What are the potential consequences if you don't achieve your goal?	BMW NA could audit warranty department for not meeting western region standard.		
Why is the goal important to you?	The goal is important to my owner, GM. It also shows we are a high functioning warranty department.		
Potential Obstacles	Lack of experience with warranty bookers, warranty administrator over analyzes repair orders		



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Potential Solutions	Working closely with warranty administrator to gain trust, confidence. We just hired an experienced warranty booker who will help speed up the process and book them correctly.
BOTTOM LINE Financial Impact of Achieving Your Goal (expressed in dollars)	Cleaner schedule, increased capacity in warranty. Free up time for shop foreman, managers to perform other gross producing tasks rather than chasing RO's

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
Add submission time to booker and admins pay plans	N/A	Ronnie Gripp	Focus on closing repair orders will increase	July 1st 2024 - TBD Every month on the 5th will verify submission time via BMW report
Go over completed WIP daily	CDK reports	Myself and Service Manager	Communicate with warranty to remove any roadblocks. Establish accountability	June 10th-No end date Check in daily with warranty team
New repair order paperwork routing process	Bins for repair orders, porocess for warranty team, techs, advisors	Ronnie Gripp	Warranty team will have all repair orders once completed in order to work on booking them faster	June 1st 2024 Check in weekly with warranty team. Follow up with advisors and techs to ensure process is understood and followed
Reward low submission time with bonuses	Support from GM	Myself	Support hard work and accomplishment of our submission goals	August 1st 2024-12/1/2024 Check in monthly, share reporting for our dealer, reward team with lunches, raffles, or monetary bonuses.

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Review specific claims that were above 4 days to analyze why and adjust if there are roadblocks causing delays	Reporting from BMW warranty health assessment tool	Myself, Service Manager, Warranty Administrator	Discover any hidden issues/concerns causing delays, how we are performing repairs, higher level of understanding	Immediately, no end date. Check in Monthly and meet to go over lengthy claims
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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 have created a warranty team goal to be below western region. I will follow up on the processes we are establishing and continue to adapt to changes with BMW warranty if they arise. Communication with team, tracking of submission time and sharing with team.

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

Warranty team, shop foreman, and service manager met to discuss/delegate all of the challenges and how we could overcome them to accomplish our goal. Then, we met with our shop and our service advisors to communicate our goals and how we could achieve them as a team.

Sponsor Signature: _____