



HOMWORK ACTION PLAN

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

Name Mark Swain Class # N441

Dealership Asheboro Honda Date 6/27/2024

Current Situation or Challenge to be Addressed:	The challenge we have at our dealership is getting used cars through the shop.		
Current Performance Level (include specific measure):	Current time to Line is 9-10 days.		
Goal (what do you want to achieve?)	We want time to line be 3-4 days.		
Goal Performance Level (include specific measure)	UCI text thread and spread sheet AND TV in shop with all UCI on it		
Goal Start Date:	7/15/2024	Goal End Date:	9/30/2024
First Check-in Date:	7/31/2024	Performance Objective:	Time to line 7-8 days.
Second Check-in Date:	8/19/2024	Performance Objective:	Time to line 6-7 days.
Third Check-in Date:	9/2/2024	Performance Objective:	Time to line 4-5 days.
Fourth Check-in Date:	9/30/2024	Performance Objective:	Time to line 3-4 Days
How does your goal align with the dealers' vision?	The goal does align with my dealers vision. He is a big used car guy, and wants to see many more used busting bugs on the road.		
What are the potential benefits of achieving your goal?	The potential is HUGE! We will have more cars front line ready for customer without age on them. Our used turns and gross will be higher.		
What are the potential consequences if you don't achieve your goal?	The consequences are simple, if the unit is not ready to sales in 3-4 days we are going to miss deals. The longer it takes to get to the line, the more aged inventory you will have and less gross on the unit.		
Why is the goal important to you?	30 is the new 60! We need these cars on the line ASAP. We make the most money on used cars in the first 10 days!		
Potential Obstacles	Personnel, Parts Availability, Advisors getting the cars wrote up.		

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Potential Solutions	UCI spread sheet that every dept personnel sees to know what cars are coming in and what cars are on the ground with the date on the window. Aftermarket parts.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Go from 12.8 turns to 15 turns. Which will generate 10 more used units sold. It will also give us an additional \$50,078 in total gross from all departments.

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
UCI TEXT THREAD UCI SPREAD SHEET	COMPUTER CELL PHONE	DEPARTMENT MANAGERS	KNOW AND TRACK STAGES OF UCI	7/15/24
DATES ON WINDSHIELD	GREASE PEN	SALES PERSONS SALES MANGERS	ADVISOR AND TECH KNOWS WHEN CAR WAS TAKEN IN.	7/15/24
THE RIGHT PART AT THE RIGHT TIME	MORE AFTERMARKET SOURCES. STOCKING THE RIGHT PARTS.	PARTS MANAGER	LESS CARS WITH PARTS ON ORDER	7/31/24
ALL AUCTION PURCHASE SLIPS SENT TO SERVICE PRIOR THAN THEM LANDING	COMPUTER	SALES MANAGER	RO'S WROTE WITH STANDARD PARTS PULLED	7/31/24
ALL UCI'S PARKED IN THERE DESIGNATED AREA	AREA MARKED FOR JUST FOR UCI'S ONLY	SERVICE MANAGER SALES MANAGERS	NO WASTED TIME FOR TECHNICIAN LOOKING FOR THE CAR.	7/15/24
TECH'S PRE LOADING UCI	RO AND KEYS	SERVICE ADVISORS AND SERVICE MANAGER	NO WASTED OR DOWN TIME IN THE MORNING WAITING ON THE NEXT CAR	7/31/24
MPI BEFORE CAR IS TAKEN IN	AVAILABLE TECH ON APPRAISAL	SALES MANGER	TECH KNOWS WHAT THE CAR NEEDS TO HAVE PARTS READY	7/15/24

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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.

This is something that we will stand by. We will have this put in the company manual to ensure that everyone that is employed here at Asheboro Honda understands that this is a company policy. Once everyone makes it second nature, they will see the results when it comes to their paycheck!

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

The Service Director and I have had two meetings to draft a faster UCI turn process. We have a UCI text thread as well as a spread sheet to see where every used car stands. We are putting up a TV in shop and in conference room that will list all UCI and what stage they are in.

Sponsor Signature:

