



## HOMEWORK ACTION PLAN

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

Name <u>Morrie Ruben</u>	Class # <u>441</u>
Dealership <u>White Bear Lake Buick GMC</u>	Date <u>08/07/2024</u> <small>1/1/2021</small>

Current Situation or Challenge to be Addressed:	We do not have a written process for pre owned reconditioning.		
Current Performance Level (include specific measure):	Seem to be able to manage but don't have a written standard.		
Goal (what do you want to achieve?)	Have a written standard with check points along the way to ensure time to line is close to the 72 NADA guide		
Goal Performance Level (include specific measure)	Have a written process for pre owned rreconditioning by September 9th, 2024		
Goal Start Date:	8/19/2024	Goal End Date:	9/9/2024
First Check-in Date:	8/23/2024	Performance Objective:	Have outline put together for the process
Second Check-in Date:	8/26/2024	Performance Objective:	Have Service manager and detail manager review outline to make any needed adjustments
Third Check-in Date:	8/30/2024	Performance Objective:	Have adjustments made
Fourth Check-in Date:	9/6/2024	Performance Objective:	Have written process completed for impementaton Monday Sept 9th
How does your goal align with the dealers' vision?	To be prepared to give our customer's a premium experence. Having vehicles ready to show and be marketed quickly		
What are the potential benefits of achieving your goal?	Getting vehicles front line ready faster will help us turn them faster for more money.		

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What are the potential consequences if you don't achieve your goal?	Slower rate of turn, lower gross/potential losses. LOWER GROI
Why is the goal important to you?	Need to get turns to 10-12 per year. This will increase GROI and total gross profits.
Potential Obstacles	Service department, tech attendance. If we fall behind in the shop it gets really bottle necked. Usually due to techs not showing up to work (sick, vacations, PTO)
Potential Solutions	Have checks and balances. Alerts when a vehilce has been in the shop more than 36 hours with out being looked at.
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	This will increase gross profits for UC Sales, also will have positive impact on service gross on internals. Clear Process will result in better recon and less policy adjustment.

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
Outline Process	Click or tap here to enter text.	Morrie UC Manager	Click or tap here to enter text.	8/23
Service dept input	Click or tap here to enter text.	Pat Thunstrom Service Manager	Click or tap here to enter text.	8/26
Detail dept input	Click or tap here to enter text.	Connor Anderson Detail Manager	Click or tap here to enter text.	8/26
Final draft	Click or tap here to enter text.	Morrie Rubin	Click or tap here to enter text.	8/30
Implementation	Click or tap here to enter text.	Morrie, Connor and Pat	Click or tap here to enter text.	9/9
Click or tap here	Click or tap here	Click or tap here	Click or tap here	Click or tap here

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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.

Make it a weekly point of discussion in Monday Managers Meeting. Report on cars that are past due for completion

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

Daily short meetings with service on vehicle not following recon timelines.

Sponsor Signature: \_\_\_\_\_