



# HOMWORK ACTION PLAN

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

Name Mark gillen Class # 444  
 Dealership MotorWorld Date 9/14/2024

Current Situation or Challenge to be Addressed:	6 days to get a used vehicle to frontline		
Current Performance Level (include specific measure):	6 days		
Goal (what do you want to achieve?)	4 day		
Goal Performance Level (include specific measure)	4 day		
Goal Start Date:	9/16/2024	Goal End Date:	10/14/2024
First Check-in Date:	Use Dropdown to enter a date.	Performance Objective:	Click or tap here to enter text.
Second Check-in Date:	Use Dropdown to enter a date.	Performance Objective:	Click or tap here to enter text.
Third Check-in Date:	Use Dropdown to enter a date.	Performance Objective:	Click or tap here to enter text.
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?	Reducing tun around time will ensure the customers are getting the vehicles of choice sooner and internally we are maximizing profit		
What are the potential benefits of achieving your goal?	Increased gross profit and quicker inventory turn		
What are the potential consequences if you don't achieve your goal?	Not maximizing our gross profit potential		

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Why is the goal important to you?	Increase profit and inventory turn
Potential Obstacles	Service, parts, staff
Potential Solutions	Improved process and incentives
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	Click or tap here to enter text.

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
Prevent weekend delays in getting trades to service dept.	Staff	Inventory manager, service advisor	Ensuring Friday trades are taken to service on Saturday allows techs to get on them first thing monday	Start 9/21, check every Monday
Move the Pre Owned service depart to 4 10s	Staff	Service manager	4 10s will increase our shop capacity allowing us to service more vehicles in less time	10/1/2024
Eliminate vehicles from sitting in detail waiting to be cleaned	Staff	Inventory manager	Often vehicles get hung up in detail. Improved communication and accountability will change that	9/21 Daily reporting
Improve tracking/holding everyone	staff	Inventory manager	By improving our tracking we can monitor the	9/21 Weekly meetings

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accountable throughout the process			progress of vehicles and identify bottle necks in the process allowing us to make adjustments	
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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.

Improving the process and making it part of the culture

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

Service director and Pre Owned service manager presented 4 10s to Divisional president and Directory of variable ops. Directory of Variable met with inventory manager and sales manager to review the increased accountability and goals for the detail department and the weekend trade change

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