



HOMEWORK ACTION PLAN

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

Name	LANDON MEDVEC	Class	#	N445
Dealership	LUTHER WHITE BEAR SUBARU	Date		9/11/2024

Current Situation or Challenge to be Addressed:	Time to line for our used cars		
Current Performance Level (include specific measure):	Currently we are running at 9.5 days to get it through recon and sell ready.		
Goal (what do you want to achieve?)	Our goal is to reduce the time it takes for a Used vehicle to go through the funnel of stocking, pictures, and recon to be ready to burn gas.		
Goal Performance Level (include specific measure)	The initial goal will be to reduce our current mark of 9.5 days to an achievable mark of 6 days. Once met, we will set another goal to trim more fat to get to NADA goal.		
Goal Start Date:	9/11/2024	Goal End Date:	10/31/2024
First Check-in Date:	9/30/2024	Performance Objective:	Goal of 8 days average by 09/30
Second Check-in Date:	10/7/2024	Performance Objective:	Goal of 7.5 days by 10/7
Third Check-in Date:	10/21/2024	Performance Objective:	Goal of 6.5 days by 10/21
Fourth Check-in Date:	10/31/2024	Performance Objective:	End goal of 6 days by 10/31
How does your goal align with the dealers' vision?	That is simple. To achieve a clean and efficient process of reconditioning used vehicles will help boost gross profit and eliminate the headache of knowing where vehicles are in the onboarding process.		
What are the potential benefits of achieving your goal?	GROI is the main benefit. The other is making it much easier for sales people to know the whereabouts of a vehicle in order to sell it. By getting pictures of the vehicle up right away, we allow ourselves to be able to have full scope of our inventory when dealing with a customer.		
What are the potential consequences if you don't achieve your	We keep spinning in the same circle and dealing with the same headaches that have plagued our UC Dept. As our inventory has grown, we have seen the days average increase which means there is a clear		

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goal?	break in the chain.
Why is the goal important to you?	We run a great store. We have good processes for most everything. But when we really peel back the layers of the onion, we see that there is always ways to make things better. With putting together a plan for the whole store to execute, we align ourselves in our thinking and make it so that everyone is on board. Having the vehicle to sell when I need to sell it is huge, not only for us, but for the customer.
Potential Obstacles	Our sales people stock in the trades. That time of a key sitting in a desk because they left for the day, or are off, only means money lost. We have a dedicated tech and advisor for UC recon, but making sure they know what is expected of them will be key. Change in process can be a pain for anyone in any line of work. We sell a ton of off brand vehicles so we need to be stocking the right parts or lean on our other 30+ stores in our group to be able to fill the orders fast.
Potential Solutions	We have talked about implementing a tiered pay system that is measured by days through the shop. We use that in a few of our other stores in the group and we have seen a steady decline in Time to line.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	If we are to achieve our goal of reducing our time to line and our turn rate, we will project to generate an additional \$309k to the bottom line. Not a bad chunk of money to find just for having a process and holding people accountable.

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
Implement process and incentivize/penalize for time outside of given parameters.	Max digital	Service manager, techs, UCM, GM	To reduce time to line to 6 days from 9.5	10/31/2024
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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.

Click or tap here to enter text.

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

Click or tap here to enter text.

Sponsor Signature: _____