



HOMWORK ACTION PLAN

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

Name Calmer Rude III Class # Click or tap here to enter text.

Dealership Audi Creve Coeur Date 9/26/2024

Current Situation or Challenge to be Addressed:	Days to recon time is to long. We need to hire additional technician and two more detailers. The extra technician will relieve the shop stress and extra detailers added to complete the work in a timely manner.		
Current Performance Level (include specific measure):	Days to frontline is 10.21 days currently.		
Goal (what do you want to achieve?)	Under 7 days		
Goal Performance Level (include specific measure)	We will utilize our make ready excel spread sheet to track progress from the shop through the detail process including all pictures.		
Goal Start Date:	10/1/2024	Goal End Date:	12/31/2024
First Check-in Date:	10/14/2024	Performance Objective:	Technician in process to hire by 10/31 and have an additional 3 detailers to get cars through quicker
Second Check-in Date:	10/31/2024	Performance Objective:	Have new detailers trained and ready to go.
Third Check-in Date:	11/4/2024	Performance Objective:	New technician completes new hire and orientation
Fourth Check-in Date:	11/22/2024	Performance Objective:	New Technician trained up and running on his own.
How does your goal align with the dealers' vision?	Our goal is to create high velocity and the best way is getting the cars through the recon process and pictured in single days not double. This creates a sense of urgency in the market for your product and allows you to retain higher gross profits.		
What are the potential benefits of achieving your goal?	The hiring of additional technician will create higher internal hours, faster turn rate, increase front grosses and it allows the dealer to expand used car sales with a smoother process.		

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What are the potential consequences if you don't achieve your goal?	The longer recon process lowers PVR, creates a used car aging issue, and creates a lower turn.
Why is the goal important to you?	Cutting down the days to recon will give us the ability to increase used car volume. Taking us from 64 used car average to achieving 80 used car average goal. This will generate an additional 1million dollars in additional gross by adjusting our recon process.
Potential Obstacles	Acquiring cars to fill the 80 car average, having buy in from team members to achive under 7 day recon process and properly staffing to handle the additional sales traffic.
Potential Solutions	Complete weekly team updates to all recon members on weekly results to days to recon, updating sales members of process of each unit from our excel make ready sheet and managers meeting each week to check the process of the team.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	The impact will be an additional 192 units at \$1742 a copy is \$334464 in variable gross, average recon is \$1734 at 192 additional units is \$332928, finance would be an additional \$297984 and additional fees would be \$95808. Just for over 1 Million dollars extra gross profit.

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
Hire additional technician	Audi recurting sites, vo-tech and refferals	Service director anf the general manager	10/31/2024	11/4/2024-12/31/2024 1/15/2024 and check in monthly
Hire 3 additional detailers	Tephseal detail recuriting	Elmer Broomhall	10/31/204	10/31/204-12/31/2024 1/15/2024 and check in monthly
Utilization of our Excel make ready	Email Recon sheet to service,	Sales Managers, Service Director,	10/31/2024	10/31/2024-12/31/2024

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recon sheet	detail and sales	Tephseal and GM		1/15/2024 and check monthly for useage
Hire 2 additional sales members	Indeed and referral	Sale managers and GM	11/4/2024	Now - 12/31/2024 Coontinue to monitor staff and results.
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Click or tap here to enter text.				
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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.

Continue to montior days to recon excel sheet, monitor internal service growth and montior our growth of used car department.

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

Had a meeting with used car manager, service director and Tephseal team to generate buy in and feed back to excel at our process that was put in place. We will be using an excel document that is viewed by Sales, Service and detail. When the unit is taken in the unit is put onto the excel spread sheet with date, the sales manager and service manager talk each day on the excel sheet to complete work in a timely manner (3 days) goal. It is then out dated and gived to detail and pictures for completion goal is 94 days or less).

Sponsor Signature: _____

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