



HOMEWORK ACTION PLAN

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

Name Alex Young Class # A07
 Dealership Larry Miller Volkswagen Date 10/10/2024

Current Situation or Challenge to be Addressed:	Time to front line		
Current Performance Level (include specific measure):	We are currently 12.1 days to front line		
Goal (what do you want to achieve?)	We need to increase pre owned revenue and ROI		
Goal Performance Level (include specific measure)	5 days to front line		
Goal Start Date:	10/1/2024	Goal End Date:	12/31/2024
First Check-in Date:	10/7/2024	Performance Objective:	Under 10 days
Second Check-in Date:	10/28/2024	Performance Objective:	Under 9 days
Third Check-in Date:	11/15/2024	Performance Objective:	Under 7 days
Fourth Check-in Date:	12/16/2024	Performance Objective:	Under 6 days
How does your goal align with the dealers' vision?	The quicker to Front line the faster the vehicles turn = Higher ROI		
What are the potential benefits of achieving your goal?	Higher ROI, More gross, quicker turn, more fixed revenue		
What are the potential consequences if you don't achieve your goal?	Lower ROI, Lower gross, more aged units, poor CSI and ESI		
Why is the goal important to you?	This will allow our team to sell vehicles quicker, make more money and grow the store		

HOMEWORK ACTION PLAN

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

Potential Obstacles	Parts backups, technician issues, funding delays
Potential Solutions	Stocking the correct parts for fast moving cpo vehicles, getting the most profecient techs working on the vehicles, focusing on csi and funding quickly.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	We are currently turning cars at 11.9 with an averager TTFL of 12.1. If we can get to 5 days or below we should have no problem turning 14 times/yr. That would give us 96 additional deals or \$120408.00 yearly 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
Detail before it goes into the shop	Write RO the day of trade/next day if after hours	Luis Rios	Vehicle is detailed same day or next day after trade	10/1/24-10/31/24 Check in every three days
Photos within 3 days	SnapLot app or AutoCartel	Jay McAdow or Alex Young (depending on who opens)	Vehcile is merchandised online immediatly	10/1/24-10/31/24 Everyday. We are going to drop AutoCartel if they cant keep up
Vehcile inspected same day detail is done.	1 Additonal Used car tech	Luis Rios	We can either ws or order needed parts within 2 days of trade	10/1/24-10/31/24 Check in M, W, F If used tech is backed up, the vehicle goes into express for inspection and basics
Walk Used cars daily (Noon)with Team (sales, managers and Service manager)		Alex Young	Keep the entire staff in the know about the fresh units and units going throught the shop	10/1/24-10/31/24

HOMEWORK ACTION PLAN

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

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES

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.

Accountability is Key. We have had to move "Gravy" vehicles up to the main shop because Bart wasn't getting it done quick enough a couple times already, He wasn't happy with us but he is learning quickly that if he sits on it, somebody else gets the work. This has really been the biggest pain point for this process and why it got backed up to begin with. He would do the easy cars and hold off on the tougher ones. Now that they are moved away from him he is getting through the vehicles much more consistantly. We hold a daily progress meeting and we touch base on the cars we traded for the previous day, write ROs (if they havent already been done) and touch base on problem cars. Daily may seem excessive but until we get into the habits without fail we will continue. Our Photo company (AutoCartel) is on a daily email with me, if they miss a car for any reason I need to know about it. They are already on notice with us, if they cant keep up we will drop them and photo ourselves using the snaplot application. Overall we have seen success time we have been doing this.

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

Jay (sales Manager), Luis (Service manager), Bart (Used vehicle tech) and Myself met on 9/27 for a final implementation meeting. We discussed the new process and the importance of it. Everybody is onboard and sees the vision. We all downloaded the SnapLot photo application, tightened up our Recon spreadsheet and reviewed the written process. The recon spreadsheet is now shared with the used car tech so he can see what is coming to him.

Sponsor Signature: _____