



HOMWORK ACTION PLAN

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

Name DAVID PEPE Class # N447
 Dealership MCLARTY DANIEL FORD Date 11/8/2024

Current Situation or Challenge to be Addressed:	TIME TO LOT READY, USED CARS. DETAIL AND INSPECTION PROCESS		
Current Performance Level (include specific measure):	WE ARE CURRENTLY AT 10.9 DAYS TO LOT READY		
Goal (what do you want to achieve?)	SHORTEN TIME TO NO MORE THAT 5 DAYS		
Goal Performance Level (include specific measure)	DAY ONE, WRITE RO AND START UVI. DAY TWO, INSPECTION COMPLETED AND SENT TO DETAIL DAY 3 DETAIL COMPLETE AND READY FOR PHOTOS DAY 4 PICTURED AND SET FOR SALE ON LOT DAY 5 V-AUTO LOADED WITH PICS AND READY FOR ALL ONLINE MARKETING		
Goal Start Date:	12/1/2024	Goal End Date:	12/31/2024
First Check-in Date:	12/7/2024	Performance Objective:	INSURE PROCESS IS BEING FOLLOWED TO GET THE UNITS IN THE SHOP AND OUT OF DETAIL IN 2 DAYS OR LESS
Second Check-in Date:	12/14/2024	Performance Objective:	DETAIL PROCESS AND INSPECTION DONE BY DAY 4
Third Check-in Date:	12/21/2024	Performance Objective:	INSPECTION, DETAILED, AND READY FOR PICTURE PROCESSES TO BE LOWERED TO 4 DAYS
Fourth Check-in Date:	12/28/2024	Performance Objective:	ALL PROCESS FROM TRADE OR PURCHASES, TO BE ALL EFFICIENTLY UP AND RUNNING AND PART OF STANDARD DAILY OPERATIONS

HOMEWORK ACTION PLAN

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

How does your goal align with the dealers' vision?	To align with our vision of being a high-value dealership that not only makes a fair profit but also supports the community beyond car sales, we need a streamlined, consistent daily process for inspecting, detailing, and getting units onto the lot faster.
What are the potential benefits of achieving your goal?	1.Higher-value sales 2. Improved ROI per unit 3. Happier sales consultants 4.Increased profits in shop and parts sales 5.Faster inventory turnover 6.Fewer aging issues 7. Increased bottom-line profits 8.More finance turns, with all departments seeing better profits 9. Boosted morale
What are the potential consequences if you don't achieve your goal?	Lower turn rates lead to reduced sales volume, resulting in an unhappy sales team. This also decreases ROI per unit, raises floor plan expenses, reduces parts sales, lowers shop efficiency, and ultimately drives down overall profits.
Why is the goal important to you?	I review and refine this process daily to streamline and improve our inventory management from start to finish. By accelerating our workflow, we can better support our employees, enhance customer service, maintain fair profits, and provide better wages for those doing the work.
Potential Obstacles	Parts delays, sales consultants not turning in keys, trades not here, weather delays for photos, hiring more uvi techs to get work completed without a back log
Potential Solutions	Parts runners get parts instead of waiting on them. Hold sales team accountable for turning keys in immediately. Have back up techs to fill in when needed. Look at getting photo booth for more consistent pics and no weather delays
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	The pre-owned department is the shop's best customer, providing the highest profit margin (82%). This margin will remain steady and could increase overall gross profit with added volume. For example, adding 10 units per month, at an average of \$3,794 per car, generates an additional \$37,940 in monthly gross profit, totaling \$455,280 annually.

HOMEWORK ACTION PLAN

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

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
Daily log of previous days trade ins and monitor if they are here with key turned in to used car mgr	Crm, dms, sales log	Sales manager, sales associate, finance	All keys turned in 100% of time and process started immediately	12/1/2024-12/31/2024
Ro written on day one. Track everything through recon velocity	Service log and Ro written. Recon velocity	Ucm, internal service writer, uvi techs	Ro written, keys to tech, work started	12/1/2024 - 12/31/2024
Detail Log and tracking	Recon velocity detail log	Detail company, ucm, uvi tech	Detail to be informed of what is ready and that work be started immediately	12/1/2024 - 12/31/2024
Non pictured inventory	Auto base report of units unpictured. V-auto	Ucm, lot porters, detail, picture vendor	Pics to be done and uploaded that day to be pushed out to all online inventory feeds	12/1/2024 - 12/31/2024
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

HOMework ACTION PLAN

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

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.

We will review this process weekly with each team member and keep it posted as a visible reminder of expectations. Consistent disregard for the process or repeated failures to follow it will lead to disciplinary actions, including write-ups. Accountability is essential to build long-term habits and achieve lasting results.

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

The management team has will hold multiple sessions and meetings on this topic. Involvement from the service manager and technicians is essential to reducing process time. Our professional detailing company is held to high standards, and both quality and speed have shown improvement.

Sponsor Signature: _____