



HOMEWORK ACTION PLAN

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

Name Dan Zeigler Class # N447

Dealership JLR Monroeville Date 11/12/2024

Current Situation or Challenge to be Addressed:	Reduce Reconditioning Time to Retail Lot Ready.		
Current Performance Level (include specific measure):	11 Days		
Goal (what do you want to achieve?)	Reduce recondition time to retail lot ready from 11 days to 5 days or better in 3 months.		
Goal Performance Level (include specific measure)	5 Days or better.....		
Goal Start Date:	12/2/2024	Goal End Date:	3/3/2025
First Check-in Date:	12/23/2024	Performance Objective:	Reconditioning time to lot 9 days.
Second Check-in Date:	1/20/2025	Performance Objective:	Reconditioning time to lot 7 days.
Third Check-in Date:	2/17/2025	Performance Objective:	Reconditioning time to lot 6 days.
Fourth Check-in Date:	3/3/2025	Performance Objective:	Reconditioning time to lot 5 or less days.
How does your goal align with the dealers' vision?	The goal aligns perfectly with the dealer's vision of increased turn and profits.		
What are the potential benefits of achieving your goal?	Much faster inventory turns, increased sales department profit due to quicker turns. Shop and detail departments also greatly benefit due to additional profit by increasing inventory turns. Employee moral also increases due to the enhanced communication between departments.		
What are the potential consequences if you don't achieve your goal?	Same old poor reconditioning days to retail performance. Loss of additional profits across all dealership departments. Continued stress between dealership departments.		
Why is the goal important to you?	As a general manager, I am responsible for the overall profitability of all dealership departments. This team is better than current performance level indicates.		
Potential Obstacles	The usual parts delays, possible employees that don't "buy in" to the massive change that needs to be made throughout the dealership to achieve the goal.		

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Potential Solutions	Purchase "Rapid Recon" system to facilitate organization of departments to track the goal. Hold weekly meetings with all staff to keep goal in focus, promote teamwork and discuss improvements and challenges.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Following NADA guidelines, reducing recon. time to lot should increase our PVR by up to 5%. That equates to an increase of approx. \$ 100 PVR, at current pace to sell 180 units for the year would be a yearly increase of \$ 18,000. As we get quicker turn this forecast is probably low and we expect even better results. Additional benefit is obviously increased turn.

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
Purchase Rapid Recon System	Software to help track progress through recon. system	Service Manager, UC Manager, General Manager, Parts Manager, Recon Team	Will organize the team and provide real time status of reconditioning.	Start 12/2/24 Checks: 12/23,1/20/25,2/17,3/3. Ongoing System.
Team Meeting	Printed proposal to explain goal and procedures	All departments	All team meeting with printed proposal to explain the goal and pathways to achieve. Receive feedback from all team members of what is working and what needs modified.	Start 12/2/24 Checks: 12/23,1/20/25,2/17,3/3. Ongoing weekly meeting.
All "Retail Planned" units stocked in same day and to detail recon. immediately	Rapid Recon system	UC Manager, Recon Team	Same day stock in and detail will allow us to get pictures taken much quicker, unit market priced and listed.	Start 12/2/24 Checks: 12/23,1/20/25,2/17,3/3. Ongoing weekly meeting.
Daily "Huddle" Meeting	Info from Rapid Recon system	UC Manager, Service Manager, Recon. Mgr.	Discuss any "challenges or issues" plan accordingly.	Start 12/2/24, Ongoing Daily.

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Parts manager instructed to stock "common parts" used in majority of our JLR brands vehicles. (I.E. brake pads)	Most sold parts list from JLR Corporate. Vehicle lists from General Manager and UC Manager	UC Manager, Parts Manager, Service Manager	Stocking common used parts will greatly speed up the recon process.	Start 12/2/24 Checks: 12/23, 1/20/25, 2/17, 3/3. Ongoing procedure.
Propose monthly bonus to all department employees involved if goals are met and maintained.	Rapid Recon System measured metrics.	All departments	Improved morale and buy in to the new process. When goals are met and maintained, everyone wins !	Start measure 12/2 and ongoing monthly.
Make units available to outsource sublet if needed when a specific issue delays the process.	Rapid Recon System and daily huddle meeting.	UC Manager, Service manager, Parts manager, Recon Manager.	Sublet specific work/repairs if a part is delayed, body shop is delayed, etc. This will stop bottlenecks and delays in the process.	Start 12/2/24, daily huddle meeting, ongoing daily.

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.

Daily "huddle meetings" keep the goal in focus. Constant improvement in communication will also help to keep the team focused. Rapid Recon system is real time metric to spot "issues" that may surface, and makes solving them much easier.

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

We started this idea earlier this month and have had a few planning meetings. The Rapid Recon contract is finalized and goes live end of November 2024. We will have training on the system last week of November 2024.

Sponsor Signature: _____

Dan Zeigler (N4407)