

Place your Title Here

Today's Date: 12/1/18 Target Date: 6/1/18 Start Date: today?

Date Achieved: _____ Service/UVD Sept 29, 6, 31
Department Month Composite Page

SMART GOAL

Specific: *What exactly will you accomplish?* KPI is _____. KPI will be _____.

In September Sames Honda's service department was losing money, sitting at -37% of dept. Given what we've learned about the importance of the service department to a healthy dealership, this is unacceptable. This will be a huge task, so I chose to help increase gross by increasing Internal Labor sales (p31, c6, L3). We're currently sitting on .5 months supply (p6, c8, L4), with guide at 1, so we have room to stock more inv thus requiring more pts & srvc and allowing us to chip away at that service loss (p29, c8, l4). I don't know what it will be, but anything will help.

Measurable: *What reports / calculations will you use to measure your results?*

I'll use the calculation to measure used vehicle inventory months supply, and internal svc gross % of sales.

Achievable: *Is achieving this goal realistic with effort and commitment? Have you got the resources to achieve get them?*

I think so. We're running very light in used car inventory and we're maintaining a 90 day turn perfectly. What better time to stock up than just before tax season. We must maintain our turn, though.

Relevant: *Why is this goal significant to your dealership operations? To You?*

It will allow me to monitor how keeping the right amount of inventory, a 30 day supply, affects the overall dealership profitability, while also monitoring the affect the UVD has on parts on service.

Timely: *You answered "what" under specific. Now tell us BY WHEN.*

I'd like to continue to watch this throughout 2019, but I'd like to check in on it officially in June.

Take Action!

Potential Obstacles

I do not hold a position at Sames Honda
Mgmt doesn't want to stock too much invt.

Potential Solut

Speaking honestly and openly with 1
Attend Sames Honda MgMt meeting
Meet regularly with service mgr and
Bringing SVC MGR to NADA SVC

Who are the people you will ask to help you?

Jerry Resendez (honda GM), Richard Martinez (Honda Service Manager), Juan Zamudio (Used Manager)

Specific Action Steps: *Break down your BIG goal into smaller, intermediate goals. What are those steps?*

What?

Expected Completion

<i>Speak with GM about stocking UV</i>	<i>12/6/2018</i>
<i>Speak with UVM about stocking</i>	<i>12/1/2018</i>
<i>Speaking with GM about NADA for svc</i>	<i>11/26/2018</i>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Other Information / Comments:

Richard Sames

Print Name

Richard Sames, Jerry Resendez, GM

Manager Signature

12/6/2018

Date

9, 8, 6

4, 4, 3

Column

Line

this goal? If not, how will you

ions

mgmt. _____

3. _____

l uvm. _____

class. _____

Completed

12/6/2018 _____

12/1/2018 _____

12/1/2018 _____
