

Variable - Pre-Owned Action Plan

Class 350-33

Darby McIntyre

Current Situation or Challenge

- Recon time for Used Car Inspection and Detail
 - Currently at 20 Days
 - We have an off site recon center at another store within the group
 - We are sending used cars to 2 different stores in our group
 - Very hard to hold stores accountable

Overall Objective (Goal)

- Get Used Car Recon down to under 5 days within 90 days!

Detailed Actions Needed

- Sign up with Rapid Recon for an accountability tool
 - Agreement to use already in motion
 - Training of the tool with service, detail and all others using it
- Buying cars in a more even flow
 - Instead of buying 25 at a time, buy more evenly so service and detail doesn't get over loaded all at once.
 - Work closely with leaders at the other locations to get cars thru faster

Detailed Actions Needed cont.

- During the time of purchase, we need to look at each car as an investment, do we have a plan to have this gone in 30-40 days, or should it be wholesaled on day one!
 - High day supply cars
 - Car that just doesn't fit the mix that we sell or have sold
 - Rough cars

Timeline to implement

- We have already signed up with Rapid Recon (not live yet though!)
- Set a meeting to meet with all personnel at other locations
- Date to start this is once all the players have met and the expectation is set! October 15th, 2019.
- Monitor Daily and Summarize Weekly for progress reports
- Plan to be at or as close to 5 days recon by year end!
- This plan will take some intentionality to execute and maintain!

Meeting of the Minds

- Met with the Used Car Manager, GSM and Service Manager
 - Made the decision to bring back Rapid Recon
 - Talked about buying at a more even flow instead of the roller-coaster, big purchases and getting so far behind
 - We discussed each unit as a investment and choosing whether to WS or retail each unit and to have a plan at 30-40 days to get it gone.
 - Talked about the expectation going forward with service about time to lot going from current to 5 days by year end.

Meeting of the Minds – Cont.

- Met with the General Manager of our Recon Facility
 - Agreed to better communication on getting cars thru the recon department faster
 - Expressed my concerns over why we need them to the lot faster
 - Service is getting caught up, detail is the hang up (looking for additional detail techs)

Dealer Agreement

- I have had discussions regarding our recon process with the dealer before.
- He wants it completed in the most efficient way as possible.
- We are now taking back some of the recon at this store along with out other 2 locations.