



SMART Goal Homework

Homework is due the Monday of the week before you return

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Academy Class #: N355-04

I plan to accomplish the following objective by: July
31st

Composite Data Reference: Depart: _____ **Page:** _____ **Column:** _____
Line: _____

SMART GOAL

Specific: *What exactly will you accomplish?*

New internet team round robin process that will include 1 bd agent per 5 sales people. The goal will be to reduce response time and increase closing percentages.

Measurable: *How will you know when you have reached this goal?*

Weekly meetings will be held with each team. Each team will have measurable goals through the CRM tracking goal.

Achievable: *Is achieving this goal realistic with effort and commitment? Do you have the proper resources to accomplish you goal? If not, how will you get them?*

Yes the current goal is to reduce response times to under 15 minutes and increase closing percentages to 12-14% We will measure individual and team performance through custom reports in VinSolutions.

Relevant: *Why is this goal significant?*

It is important for the overall performance of the store, sales person and bdc department. We have tried several models and since covid this process seems to develop more daily activities per person and a overall seamless experience for the customer.

Timely: *When will you achieve this goal?*

