

HOMWORK – ACTION PLAN

Name Jeff Sansone Date 9/20/2020

Dealership: Sansone Toyota

S Specific

M Measurable

A Achievable

R Relevant

T Time-bound

What is your current situation and challenge you will address?

We had over 75,000 in chargebacks last month. I would like to reduce this number to 10k and will have to sit with the head of sales and FI director to review the complete FI process.

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15."

My goal is to decrease the chargebacks from 75,000 to 50,000 within 2 months (End Date: November 20, 2020)

- How does this goal align with or support your dealer's vision?
- What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
- Why is this goal important to you?

This aligns with the dealer vision in many ways. First off, this ^{help} ensures we are compliant and not hiding or showing extra products to customers that they do not want. We can deliver the deal in a proper way which builds trust and can lead to repeat business and more gross. The consequences will be angry customers and complaints. This will lead to BBB complaints, lack of trust with the dealership, less gross, and smaller # of customers.

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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
<ul style="list-style-type: none"> - Identify F&I Consultant with most Chargebacks 	<ul style="list-style-type: none"> - Reynolds 	<ul style="list-style-type: none"> - Consultant - F&I Director - Head of sales 	<ul style="list-style-type: none"> - Decrease in Chargebacks 	<ul style="list-style-type: none"> - Start: Sep. 20, 2020 - End: Nov. 20, 2020
<ul style="list-style-type: none"> - Sit with F&I Director Head of Sales 	<ul style="list-style-type: none"> - Management 	<ul style="list-style-type: none"> - Management 	<ul style="list-style-type: none"> - Change in F&I Process/ Delivery 	<ul style="list-style-type: none"> - Start: Sep 20, 2020 - End: Sep 30, 2020

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How will you track your progress? What specific metric(s) will you track? At what intervals will you check on the progress?

Every week, F&I managers will be reviewed by GSM/F&I Director to see who is decreasing (or increasing) their chargebacks and on what product, we will devote extra training to this manager

Potential Obstacles?

- Unwillingness to change process on manager's side
- Uncovering misuse of product selling to customers

Potential Solutions?

- More Transparency → More trust
- More GROSS

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

The goal is to reduce chargebacks 25k in 2 months. Eventually minimizing chargebacks as much as we can. I feel ~~as~~ a reduction in chargebacks can lead to ~~over~~ more customers coming through the ~~the~~ front door. At least ~25 new customers within a year, leading to over 30,000 in gross

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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.

I will take a look weekly at manager's reduction in Chargebacks. Dependent on how much they generate, I will implement a certain percentage deduction they have to hit every week. They will have to hit the total percentage deduction at the end of the two months.

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

- Meetings w/ head of sales and F&I to come up with a plan and new process for F&I
- weekly check ups with the individual managers to track progress
- Maybe include an incentive at the end of 2 months for the decrease in manager Chargebacks.

Sponsor Signature: _____