

ACTION PLAN 1

S Specific **M** Measurable **A** Achievable **R** Relevant **T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

Get Used Cars through the shop in 5 Days beginning 11/10/2020 ending 12/31/2020. We are currently running at 6 days measurable through internal google docs.

BOTTOM LINE: Benefits of Achieving Your Goal

Consequences of Not Achieving Your Goal

Quicker front line ready means:
increased profitability
 you make your highest profit on fresh inventory
more inventory turns
less frozen capital
quicker upload to virtual lot

Loss of profitability
 the more it ages the more you discount and spiff
less inventory turns
more frozen capital
if they are not ready for upload
 you add days to get on your virtual lot

When will you start? 11/10/2020 Manager's Meeting

How will you gauge your progress? When? Using which metrics?

Will calculate using google docs spreadsheet every Saturday for previous week and month.



ACADEMY

What specific actions will you take to achieve your goal? Who can help you?

I know that NADA recommends 3 days but I am trying to make this achievable and once we get solidly to 5 days we can focus on 4 days etc. We do have our detailing done outside the dealership and that is included in the total days. We lose one whole day to detail. I will begin by meeting with the service mgr and the UC manager. Our process currently has the UC Manager uploading the vehicle to google docs on the same day traded or purchased. Service Manager writes the RO and hands out the work.

Make sure vehicle gets entered on the day it arrives and assign a back up person on UC mgr's day off.

Make sure RO gets written on first day. New process - service mgr checks for ROs to be written last thing every day.

Adjust our appt schedule so we are not pulling dedicated used car technicians to work on customer cars.

When we have overwhelming internal ROs we will use other technicians.

Focusing on the goal.

Potential Challenges?

- UC manager and service manager resistant to change
- UC manager and service manager have already reduced this number significantly by a change of processes and are satisfied with current #
- Service business takes priority over internal
- UC Mgr attention to detail and timeliness

Potential Solutions?

- Encourage UC manager and service manager to continue to focus on the details
- Even though strides have been made remind UC mgr and service manager that the more efficient the process is the more money they will make
- Service will adj appt sch to leave dedicated techs to work on internal and not customer pay ROs
- Provide UC Mgr with additional support/back up especially on off day

