

## 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?

To make the Claude Nolan Cadillac-Contracts in Transit process (CIT) as efficient and mistake free as possible, to shorten the cash cycle for the sales departments. CNC desires to achieve a 2 day improvement on the current 6 day CIT process from signing up customers and having funding in our bank account. The goal is February of 2021.

**BOTTOM LINE: Benefits of Achieving Your Goal**

In the current environment; expense control and an efficient and quick cash cycle is crucial to running a profitable dealership. When viewing through a customer satisfaction standpoint along with OEM surveys, we should never have to ask the customer to come back to resign paperwork or reschedule for an offsite meeting to correct documentation.

**Consequences of Not Achieving Your Goal**

Currently CNC has 1 F&I employee; the manager, when he is off the Used Car manager or myself takes care of the delivery. Installing an organized and well thoughtout financial form checklist and CIT process will prevent mistakes being made when the F&I manager is not at the dealership. The cash cycle is almost always slowed down when the F&I manager isnt in involved in every deal during the entire sales process.

11/1/20

When will you start?

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

A daily comparison of the F&I office software (Rey/Rey and Route One) to our bank journals and activities while tracking how many days it took the deal to be funded from the F&I office versus how many days it took for the money to get in the CNC bank account. If a deal had to be resigned, corrected or taken to the customer after delivery; why did that happen? Are certain sales reps and employees accessing F&I software responsible for the majority of paperwork and delivery mistakes.