

SERVICE OPERATIONS ASSIGNMENT – ACTION PLAN

- 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?
 Example: *"I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2020."*

S M T

The goal is to go from 0 to 1 monthly service meeting with all stores by 4/1/21.

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?

R

The benefits of monthly service meetings will be to keep track of training, common problems & solutions, evaluations, setting goals, etc. The consequences of not having these meetings will be that every service department will grow in it's own direction without knowledge of expectations. This goal is important to me because I've been helping to set up a number of new service departments over the past year and I want to see them succeed.

FIXED OPERATIONS 2 – SERVICE

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, & CHECK POINT DATES |
|--------------------------|--------------------------|--------------------------|-----------------|---------------------------------------|
| Schedule Meeting | CDK, ASIST, TDP | Service Managers | Hold Meetings | Start 4/1/21 |
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SERVICE OPERATIONS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?



Meeting will be held with each individual store on a monthly basis. We will look at numbers and set goals. Then, in the following month's meeting we will track our progress and continue month to month.

Potential Obstacles?



Finding a common time to meet

Lack of care/commitment.

Potential Solutions?



Schedule a month or more ahead of time/be flexible.

Train & retrain. Stay on top of the goals.

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



I don't think there is an exact dollar amount at this point in time. The dollar impact would come from what goals are set during the meetings and would require individual store evaluations.

CONGRATULATIONS! You've accomplished your goal! You 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.



Schedule meetings in advance on Outlook calendar.