



## HOMEWORK ACTION PLAN

S SPECIFIC   
 M MEASURABLE   
 A ACHIEVABLE   
 R RELEVANT   
 T TIME-BOUND

Name Tegan Jenkins Class # N368  
 Dealership Tadd Jenkins Ford CDJR Date 1/14/2021

Current Situation or Challenge to be Addressed:	The action that I am going to work on in the preowned department is our time to line and the average days vehicles are in our rapid recon app.		
Current Performance Level (include specific measure):	Currently we are at 10.7 time to line and 11.8 average days in recon.		
Goal (what do you want to achieve?):	I would like to get our time to line and our average days in recon decreased.		
Goal Performance Level (include specific measure)	My goal is to get the time to line down to 5 days and the average days in recon down to 7 days.		
Goal Start Date:	1/18/2021	Goal End Date:	3/31/2021
First Check-in Date:	2/1/2021	Performance Objective:	I would like to be at least down to 10 days on time to line and down to 11 days on average days in recon.
Second Check-in Date:	2/15/2021	Performance Objective:	8.5 days time to line and 9.5 average days in recon
Third Check-in Date:	2/28/2021	Performance Objective:	6.5 days time to line and 8 average days in recon.
Fourth Check-in Date:	3/15/2021	Performance Objective:	5 days time to line and 7 average days in recon.
How does your goal align with the dealers' vision?	When talking to Tadd about recon he is very clear about his expectations. The reason I choose this action plan is because it can easily be over looked and Tadd is very adamant that his used vehicles are on the lot as soon as possible after they are taken in on trade.		
What are the potential benefits of achieving your goal?	The potential benefits of achieving this goal will be increased gross and a better turn rate.		
What are the potential consequences if you don't achieve your goal?	We will not have to be chasing after vehicles that customers are interested in and rush them through the shop to get ready to show we also will not lose deals because customers		



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	<p>mostly want to come back after they find out the inspection hasn't been done. And most of the time it is extremely hard to get customers back in the door.</p>
<p>Why is the goal important to you?</p>	<p>The reason this is important to me is because I know that if we reach this goal it will help all the management and employees that are involved in this process get in the habit of pushing vehicles through the shop faster. Which will help us a ton in the future.</p>
<p>Potential Obstacles</p>	<p>A few obstacles that could come up is not having the buy in from the employees involved. Or the employees thinking that we are trying to rush them to do their job</p>
<p>Potential Solutions</p>	<p>The solution would be show the added income potential for the employees. Or possibly pay a higher labor rate to the techs working on the vehicles that get on the line at or before 5 days.</p>
<p><b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)</p>	<p>If we can get cars on the line faster we should be able to hold anywhere from \$500.00 to \$1500.00 more in gross because our cars will be less aged and we won't have to give them away to get them out of our inventory.</p>

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
<p>The first step I'm going to take is have a meeting with my used car manager.</p>	<p>I will inform him of the action plan</p>	<p>Me and my used car manager</p>	<p>He will understand what we need to accomplish and he will help me with the goal.</p>	<p>We will have this meeting on 1/18.</p>
<p>I will have a conversation with my detail manager.</p>	<p>Rapid recon app</p>	<p>Our detail employee Victor</p>	<p>Victor Latley has been "cherry picking" details. So if he has had a detail that has been sitting out back and is really bad but has a really easy one come in he will do the easy one first before the one that has been sitting for a few days.</p>	<p>I will make sure he knows that we are going to start monitoring this on 1/18. And me and my used car manager will walk the back lot every 2 days to make sure that vehicles are getting done in the right order.</p>



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My next step will be have a meeting with my service manager.	I will let her know what me our detail manager and used car amnager have talked about.	Cindy and myself	She will be able to help me with her employees that work on our cars understand the importance of the process	We will have the meeting on 1/18. She will be responsible to inform her employees by 1/20
Have a meeting with Tadd	I would like to start paying a different labor rate on vehilces that make it to the front like withins 5 days	Myself, Tadd, Cindy, and Eddie our detail manager.	We will have more motivation from the employees involved in the process.	I would like to have this meeting by 1/19 and hopefully make the change by 1/26
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

As you work toward your goal, it's important to have interim check points with specific, measurable objectives so your team can hold themselves accountable. If everyone knows the goal and objectives, you don't have to spend your valuable time micromanaging.

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.

We will make sure that this pecess stays in place with the help of rapid recon. We have been using this app for about 3 months now. And it has already helped us a ton with time to line. It allows all employess that are involved in the recon process to have the app on their phone and see what vehilce is next in line for them to work on. Me and my used car manager will also walk the back lot every 2 days to make sure vehicles. The app also updates regularly so if we start to slip into the 7 or 8 days time to line it is very easy to figure out who the weak link is in the process.



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

We have a managers meeting every Monday. So with all the managers in one room we can take some time to talk about this every week. I will also have my used car manager report to all of us on Mondays what we are sitting at for the time to line.

Sponsor Signature: