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?

Goal is to get our used vehicle turns from 5.6 to 10 by December 31st 2021.

BOTTOM LINE: Benefits of Achieving Your Goal

-More profit per unit
-Less frozen capital
-Fresher looking inventory
-More profit in Service/Parts
-More units sold for Sales Team

Consequences of Not Achieving Your Goal

-Loss profit
-"Lot Rot" on vehicle's
-Wasted capital

When will you start? Already in Progress

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

Daily - Dates on windshields of incoming used cars allowing me to walk daily and make sure cars are getting in the shop in a timely matter.

Weekly - Meeting one on one with Service Manager to monitor progress.

Monthly-Filling our our "pre owned days' supply" spreadsheet monthly to track progress.

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NADA ACADEMY

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

Starts with salespeple getting me the trade keys as soon as guest leaves.They will write date taken in on windshield and park in designated area. Date on windshield will allow me to easily walk down the line up and make sure service is getting to them in a timely manner.

I will get key to service manager immediately and hav R/O wrote up.Techs will grab oldest R/O and complete inspection. We were having a problem with Tech's grabbing whichever vehicle they wanted leaving the "more difficult" ones sitting weeks at times. Same goes for detail department, grabbing oldest vehicle's first.

As soon as vehicle is detailed, car gets pulled to our picture area and sales people take pictures, put disclosure/sales tag in, and put it on the lot.

We are currently at an average of 14 days to get a vehicle "lot ready". My goal inside the goal is to immediately get that to 7 days and eventually to the guide of 3 days.

Potential Challenges?	Potential Solutions?
Lack of technicians (2 techs and1 lube tech).	Have to get the tech's we have working overtime. We are trying to add more techs.
Lack of detailers	I have starting outsourcing details. Costs a little more but my 2 guys can't keep up with trades, sold units, and our loaners.

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