



## HOMEWORK ACTION PLAN

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

Name <u>Damian Papish</u>	Class # <u>N372</u>
Dealership <u>Lindquist Ford</u>	Date <u>4/21/2021</u>

Current Situation or Challenge to be Addressed:	Reduction in time it takes to recondition a used vehicle, get pictures taken for website, detailed and ready for lot.		
Current Performance Level (include specific measure):	Typically takes 1-2 days for Service reconditioning (depending on parts availability), 1-2 days for pictures to get on website, 1 day for Detail. Our average rate of time to lot is 5-6 days.		
Goal (what do you want to achieve?)	I would like to get this number down to 2-3 days.		
Goal Performance Level (include specific measure)	Specific measure would be having each department manager sign off when they receive the vehicle and when the vehicle is released to the next department. Any vehicle that surpasses the 3 day threshold will need to be addressed by the GM.		
Goal Start Date:	6/1/2021	Goal End Date:	7/31/2021
First Check-in Date:	6/8/2021	Performance Objective:	Google Doc created and staff notified of objective
Second Check-in Date:	6/25/2021	Performance Objective:	Vehicle time to lot should be down to 3-4 days; review google doc for discrepancies and address accordingly
Third Check-in Date:	7/9/2021	Performance Objective:	Time to lot 3 days; review google docs
Fourth Check-in Date:	7/23/2021	Performance Objective:	Management review of Outstanding vehicles; time to lot 2-3 days
How does your goal align with the dealers' vision?	Getting used units inspected and available for sale is of the utmost importance, especially with today's shortage of new vehicle inventory. Having a quick turn around time for recon enables to shop to list and turn the units in a timely manner.		
What are the potential	More sales of used vehicles with hopefully new trade-in potential, lower		

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benefits of achieving your goal?	reconditioning costs, units available on-line for those on-line shoppers, potentially higher gross retention.
What are the potential consequences if you don't achieve your goal?	Lost sales, Increase carrying costs, misrepresentation of Inventory, lower gross profits, increase in turn days
Why is the goal important to you?	I believe every unit should be available for sale ASAP. When customers are ready to purchase, I want to make sure they have our full inventory to choose from. Also, it does the dealership no good to potential for sale units. They should be treated as an investment with respects to the faster they are available, the higher ROI potential they have.
Potential Obstacles	Lack of mechanics, parts shortages, weak procedures
Potential Solutions	Have available mechanics either come in early or stay late to do used car inspections; If parts shortage, have evrything else completed and put car on lot until part arrives (be sure to have adequatley marked in system and on vehicle); make easy to follow procedures and consistently talk about the procedures and how they help the overall process
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	A firm dollar amount would be hard to reconcile. With a firm 3 day turn one would expect their GROI to increase as well as turn rate. If one had to guess, I would think having vehicles front-line ready, GPUV should increase by ~\$500/unit

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
Create Used Vehicle Google Doc	Google Account	GM/GSM/SM	Shared form created for all departments	06/01/2021; No end date; sheet checked weekly
Weekly Meetings	Used Vehicle Inspection Tracking Sheet	GM	Go over tracking sheet and address any discrepancies	06/01/2021 Weekly
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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.

3 day turn will become procedure. Allowances may be tolerated within the first couple of months, but if policy is not followed, then guilty parties will be reprimanded. For instance, if Service is waiting on a part and decides to leave the vehicle on their lift for a couple of days until the part arrives, which puts the vehicle past the 3 day threshold, then said technician will be doing the used vehicle inspection for half the hours. I feel as if we have a pretty good staff. Once we implement something we typically stick with it.

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

I would have a couple of meeting with Service, Sales and Detail management to discuss the new policy and how it will be implemented. I will also explain the benefits of this policy and how it affects each department and the overall store. I will have them help develop the tracking spreadsheet and ask for their input on how we can make the process simple and smooth.

Sponsor Signature: \_\_\_\_\_