

## 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?

I will decrease used vehicle recon time from 12 days to 5 days by May 31,2021.

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

- Vehicles ready for immediate delivery
- Higher gross profits
- Quicker on-line merchandising
- Better flow through service department
- Fewer mechanical issues after sale
- Happy Salespeople
- Higher turn rate

**Consequences of Not Achieving Your Goal**

- Continue to show not ready vehicles
- Less gross profits
- Slow to be posted on-line
- No deadline for vehicle readiness
- After sell mechanical problems
- Customers have to wait for delivery
- Frustrated Salespeople
- Upset Customers
- Lower turn rate
- Customers Expectations

I will start this project May 6, 2021.

When will you start?

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

I will gauge the progress using CDK's report in service edge. The service manager will run this report daily and forward it to me and the used vehicle manager every morning. I have also created a form that stays with each vehicle from the time it is traded for or purchased until its finished and front line ready. This form contains a check list time and date when completed and the expected time and date of completion by each department and requires a signature.

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

I will inspect the daily service edge report and the vehicle flow sheets everyday. I will also conduct a scheduled 11:15am Wednesday weekly review with the service manager and the used vehicle manager to make sure we are making progress and on pace to achieve our goal by month end. I will need help from our outsourced detail, dent repair, and touch up companies. Detail will be required to do same day details, dent repair and touch up will have to come to the dealership Mondays and Thursdays instead of just one day a week. The lot porter will take pictures and install window stickers the morning after the vehicle returns from detail. I will be in charge of holding everybody accountable for their department and the flow of the process.

#### Potential Challenges?

- Shop load
- Parts availability for non-like brands
- Manager time off or vacations
- Lack of motivation to continue focus on the expectation

#### Potential Solutions?

- Additional Techs
- Recreate process to contact different brand parts department by phone instead of waiting on fax
- Service manager has assistant SM to follow process and I will insert used vehicle into vAuto and start service process when used vehicle manager is off
- Weekly accountability meetings