



HOMWORK ACTION PLAN

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

Name Jana O'Brien Class # N375
 Dealership Buick GMC of Rochester, INC Date 5/24/2021

Current Situation or Challenge to be Addressed:	Amount of time it is taking to get vehicles front line ready needs to be improved.		
Current Performance Level (include specific measure):	Currently it is taking 10-12 days for vehicles to be ready to put on lot.		
Goal (what do you want to achieve?)	All vehicles should be lot ready in 72 hours.		
Goal Performance Level (include specific measure)	Increase turn from 8.3 to 15		
Goal Start Date:	5/31/2021	Goal End Date:	6/18/2021
First Check-in Date:	6/4/2021	Performance Objective:	A process has been written out, given to all employees that are involved in the process and the process has been implemented. Used car Technician has been assigned and we are ready to get to our goal
Second Check-in Date:	6/9/2021	Performance Objective:	Time to lot should be reduced to 50% of what it was when we started or 5-7 days. There has been a meeting with managers and staff to discuss issues with process and solutions to those have been identified
Third Check-in Date:	6/14/2021	Performance Objective:	Time to lot should be reduced to 4-5 days. Any outstanding issues with process implemented has to be worked out and by

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			end of week we are streamlined and within our 72 hours.
Fourth Check-in Date:	6/18/2021	Performance Objective:	All used vehicles are lot ready within 72 hours of being received at our dealership
How does your goal align with the dealers' vision?	This goal will align with the Vision of our dealership by demonstrating teamwork and exceeding expectations of our community. We will need to have teamwork to get our time to lot reduced as we will need all departments of the dealership to work together and have the same end goal to accomplish the task.		
What are the potential benefits of achieving your goal?	One potential benefit of achieving our goal is that we will have vehicles front line ready when they are at the greatest value potential. We will not have vehicles sitting and waiting for service or detail when they could be on the lot and already sold. This also will increase our inventory turns and enable us to continue to replenish and provide our customers with more choices and inventory selection.		
What are the potential consequences if you don't achieve your goal?	We could have vehicles that were in high demand when we received them and by the time they are front line ready their value will have decreased. We are also tying up money that could be spent on purchasing more used inventory because we have units sitting that are not sold and also not lot ready. Service and parts gross is also being reduced if we are not able to purchase our full capacity of used inventory.		
Why is the goal important to you?	This goal is important to me because if we are taking the time to stock our used inventory we should also ensure that we are diligent in making sure we have a streamlined process to get that inventory on the lot as soon as possible. This is the best way for the dealership to realize the greatest profit from the vehicle.		
Potential Obstacles	Potential obstacles will be making sure that we have the correct parts stocked so we do not have to wait for those to be ordered. Making sure that we are fully staffed in all service and detail departments so we do not have a bottleneck.		
Potential Solutions	Assigning specific technicians to work only on used vehicle recon, this will help us to be able to monitor their workload and we can foresee if we need		

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	to make adjustments or have other techs help before vehicles come in. Try to schedule auction and wholesale purchases at times during the week when we do not see as many trade in vehicles. This will help keep a constant flow and not bottleneck
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	If We can get a streamlined process and get vehicles out faster we can double our inventory turns to 15 and increase our monthly gross profit (front end) by \$37454.00 per month.

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
Assign 2 technicians to be used car techs	Service manager	Service manager	We will have 2 technicians that will be accountable for all used car repairs. Scheduling will be done with them	05/31/21 to start/end Technician will be decided same day
Make sure that parts is stocking necessary parts for recon	We will need to run a report to see what parts we are having to continuously order for "normal" recon repair	Parts manager	We will not be waiting on parts orders for normal recon repairs	05/31/21 06/18/21 We will monitor over the month what parts we are still having to order for normal recon maintenance
Make sure that detail is staffed appropriately and has a specific process in place	Indeed or local college job fair or ad	Service and lot manager	We will have 2 more detail person available so we do not have fully reconed vehicles waiting on detail	05/31/21 06/10/21

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Create a process for recon	Mangers meeting to develop process	Sales manager/service manager/ parts manager	Process will be developed to implement and track where vehicles are in the recon process. If a vehicle does not move from "here" to "service" to "detail" daily the sales manager will be responsible for checking on that vehicle and seeing where it is being held	05/31/21 06/04/21 This will be checked on 6/9 and 6/14 and we will make adjustments as necessary
Designate times for auction purchases	Auction schedules	Inventory manager	We will try to coordinate vehicle pick up and purchases to be mid week to avoid busy trade in times	05/31/21 06/10/21
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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.

To ensure that our staff does not fall back into their previous habit we will have daily tracking of all used vehicles we have purchased. If they have not moved to the next step in the recon

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process we will see why the vehicle is help up. All employees will be held accountable for their part and if they notice that they are experiencing issues with the goal they need to come to management and we will find an improvement.

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

There will need to be a planning meeting with the GM/sales/service/parts and inventory managers. They will all need to be in agreeance with the policy that is implemented and understand the importance to the dealership as a whole. They will need to create processes for each step of the recon and figure out for each department their role in realizing the 72 hour ready for lot goal.

Sponsor Signature: _____