



HOMEWORK ACTION PLAN

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

Name	Ross Johnson	Class	#	044
Dealership	Kriete Truck Center-Racine	Date		5/10/2021

Current Situation or Challenge to be Addressed:	Service Dept. employee turnover rate is currently 58% company -wide.		
Current Performance Level (include specific measure):	Current turnover rate in the Service Dept. company-wide is 58%		
Goal (what do you want to achieve?)	To reduce Service dept. employee turnover rate from 58% to 20% by June 1, 2022		
Goal Performance Level (include specific measure)	Achieve Employee Service Dept turnover rate to 20% company-wide by June 1, 2022		
Goal Start Date:	6/1/2021	Goal End Date:	6/1/2022
First Check-in Date:	9/1/2021	Performance Objective:	Reduce to 48%
Second Check-in Date:	1/1/2022	Performance Objective:	Reduce to 38%
Third Check-in Date:	3/31/2022	Performance Objective:	Reduce to 28%
Fourth Check-in Date:	6/1/2022	Performance Objective:	Reduce to 20%
How does your goal align with the dealers' vision?	Dealers vision wants to retain as much personnel in every dept.		
What are the potential benefits of achieving your goal?	Reduce onboarding costs in HR and service dept. More productive. More sold hours in service department with techs not having to train new personnel.		
What are the potential consequences if you don't achieve your goal?	That the turnover rate will continue to go up if no action is not taking in place at the dealership level.		

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Why is the goal important to you?	Because other departments are not even close to the service dept turnover rate, so is not the company.
Potential Obstacles	Hiring bad techs. Lack of training plan or process for service advisors. Techs not following training plans
Potential Solutions	Get HR involved. Take actions to hire correct personnel. Develop training plan for advisors. Find out why personnel are leaving the service depts in the company.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	There are several factors that would impact the savings of dollars from HR, to onboarding costs, drug testing, loss of production, intial training costs that rate reduction could equal to several thousands in savings company-wide.

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
Hold meeting with each Service Manager and GM at each location	Time, computer, Zoom meeting	SM and GM	That they understand the goal and why we are doing this.	May 20th to start and the 20th every month to review turnover rate.
Hold meeting with HR dept.	DMS/Exit interviews results, Zoom meeting	Myself and HR Manager	Understand and find out why people are leaving service depts.	May 23rd check in quarterly on numbers
Meet with Service Director how we are going to retain employees	Zoom meeting, discuss HR results on why people are leaving	Service Director at corporate level	Ideas ond plans on how to keep employees engaged.	May 27th Service director to follow up with managers
Create a training plan for advisors and techs	OEM training, design in-house training plan	Service director and input from service managers	Plan gets impletmented ASAP	Plan gets installed by June 1st Service manager

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				tracks techs.
Require Service managers to quarterly reviews with techs and advisors.	Performance review forms and possible pay increases, create a bonus or better one.	Service Managers	Service managers will set dates to meet with techs and get feedback.	Every 3 months every tech and advisors starting June 1st.
Once a month have Service manager arrange event outside of work	Money resources, Bowling, Car Racing, Ball game, golf, cookout, lazertag, trap shooting	General Manager and Service Manager Employees	Employees engage with each other and meet outside of work Make them part of a team	Announce the outing on the 1st of every month to employees. Promote it throughout the month.
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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.

Stick to what is working..compare results from dealership to dealership...what are the differences and discuss with managers to see who is on target.

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

Get the owner on board with the current rate and what the goal is meet with HR, SM and GM and Service Director.

Sponsor Signature: _____