



### HOMWORK ACTION PLAN

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

Name William Pedersen Class # NADA 377

Dealership Apple Honda of Riverhead Date 06.24.2021

Current Situation or Challenge to be Addressed:	Improve Reconditioning time from 11 days to 8		
Current Performance Level (include specific measure):	Days it takes to recondition a car		
Goal (what do you want to achieve?)	Reduce the days it takes to recondition a car by 3.		
Goal Performance Level (include specific measure)	Days in reconditioning		
Goal Start Date:	08.01.21	Goal End Date:	12.01.21
First Check-in Date:	09.01.21	Performance Objective:	Have one more dedicated Recon Tech
Second Check-in Date:	10.01.21	Performance Objective:	Reduce recon time to 10 days
Third Check-in Date:	11.01.21	Performance Objective:	Reduce recon time to 9 Days
Fourth Check-in Date:	12.01.21	Performance Objective:	Reduce recon time to 8 days (end goal)
How does your goal align with the dealers' vision?	This would help us greatly increase inventory turnover		
What are the potential benefits of achieving your goal?	Having a higher volume of cars go through our pre-owned department any given month		
What are the potential consequences if you don't achieve your goal?	Staying slower than the competition		
Why is the goal important to you?	Having the opportunity to make an impact on the family business.		

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Potential Obstacles	Managers unwilling to help
Potential Solutions	Meet with them and convince them to buy in
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	We're missing out on nearly 1.6 million in gross profit by being 1.5% below NADA guide for turnover

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
Use Salepeople to start recon process	Salepeople	Salepeople, Used Car Manager	Exterior photos taken, basic condition report	08.01.2021
Develop check out process based on condition	Ipad with fillable form	Salepeople, Used Car Manager	Have an idea of miles, age and condition before a car goes in to recon	08.01.2021
Develop quick triage system	Condition report, tech bay	Recon tech, Service manager, Used Car manager	By prioritizing getting minimal-work cars thru service, maximize cars on lot	08.01.2021
Tracking System	Whiteboard	Recon techs, service team, used car manager	A physical method for tracking cars thru the recon process	08.01.2021

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.

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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.

Make time to front line measurable and trackable - hold the GSM, Service Manager and Used Car Manager Accountable

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

BiMonthly Meetings with the managers above to track progress

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