

HOMEWORK ACTION PLAN

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

Name <u>Sean Roberts</u>	Class #	<u>378</u>
Dealership <u>Eastgate Chrysler Dodge Jeep Ram</u>	Date	<u>8/5/2021</u>

Current Situation or Challenge to be Addressed:	Not having enough techs or a dedicated used car tech for used cars. Our avg time is about 6 days to get through the shop right now		
Current Performance Level (include specific measure):	The used vehicle are currently being dispursed through the shop as last month our used vehicle tech up and quit without notice, which put us in a pinch and have yet to currently get a used car tech hired		
Goal (what do you want to achieve?)	Goal of 3 days between when we trade for the vehicle and it on the lot with full pictures and front row ready		
Goal Performance Level (include specific measure)	Having one if not two dedicated used car techs to make the 3 day goal happen and always busy with vehicles		
Goal Start Date:	8/2/2021	Goal End Date:	9/2/2021
First Check-in Date:	8/11/2021	Performance Objective:	Have a used car tech hired
Second Check-in Date:	8/16/2021	Performance Objective:	Make sure cars are getting through the shop quickly
Third Check-in Date:	8/20/2021	Performance Objective:	Try to have a 2nd tech hired, also making sure cars are going through shop in timely manner
Fourth Check-in Date:	8/30/2021	Performance Objective:	All up and rolling and everything going as planned
How does your goal align with the dealers' vision?	In agreeance that everything needs upfront as quick as possible expecuallly with how the market is.		
What are the potential benefits of achieving your goal?	Quicker turn, more profit, more exposure on the internet, more internet traffic		
What are the potential	Not enough exposure on vehicles, lead count down, less gross on		

HOMEWORK ACTION PLAN

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

consequences if you don't achieve your goal?	vehicles
Why is the goal important to you?	Quicker turn on vehicles, more \$\$
Potential Obstacles	Techs quitting, Not enough techs
Potential Solutions	Hire more techs, dedicated tech for used vehicles
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	\$1,584,078 yearly to the bottom line

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
Mgr meeting every morning on used vehicles in shop	Used cars RO's Progress on each vehicle	Service mgr and fixed opts director	2 day turn in the shop on used vehicles	Click or tap here to enter text.
Dedicated used car tech	Tech	Service mgr, GM	Making sure vehicles are inspected correctly	Click or tap here to enter text.
Having vehicles to keep tech busy	Tech	Used car mgr	Buying vehicles	Click or tap here to enter text.
Making sure detail is on all vehicles that are through the shop	Detail Company	Used car mgr Detail company	Having used car detailed and done the next day out of shop	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

HOMEWORK ACTION PLAN

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

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Click or tap here to enter text.				
Click or tap here to enter text.				

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.

I am working on a written process and holding the service mgr and fixed opts director accountable to make sure the written process is held to expectations and I will be keeping an eye on everything. Also morning meeting help to make sure this is done everyday.

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

Mgr Meetings with Service every morning to go over what is in the shop and what is going on with every vehicle

Sponsor Signature: _____