



HOMEWORK ACTION PLAN

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

Name <u>Tyler Torres</u>	Class # <u>N379</u>
Dealership <u>Empire ford of new bedford</u>	Date <u>10/9/2021</u>

Current Situation or Challenge to be Addressed:	X Increase back pru		
Current Performance Level (include specific measure):	1300 per car		
Goal (what do you want to achieve?)	1700 per car		
Goal Performance Level (include specific measure)	First level would be 1500 per car in f&l		
Goal Start Date:	9/1/2021	Goal End Date:	11/1/2021
First Check-in Date:	9/15/2021	Performance Objective:	1400 per car
Second Check-in Date:	9/30/2021	Performance Objective:	1500 per car
Third Check-in Date:	10/15/2021	Performance Objective:	1600 per car
Fourth Check-in Date:	11/1/2021	Performance Objective:	1700 per car
How does your goal align with the dealers' vision?	It will demand excellence and competiveness within the department which will make the dealership more succesful.		
What are the potential benefits of achieving your goal?	By increasing the gross in the finance department 400 per car that would bring a 36000 dollar increase in gross monthly or an additional 432000 in gross yearly		
What are the potential consequences if you don't achieve your goal?	We will continue leaving money on the table and we will continue under protecting our customers which will lead to a decrease in customer satisfaction come service time.		
Why is the goal	By making more gross it will give us more money to grow the business		

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important to you?	and continue down the path to success
Potential Obstacles	Technological impediments, Bad habits etc
Potential Solutions	.Bringing reynolds in to train on docupad. Bringing f&i trainers to train on compliancy and menu pitching
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	432,000 dollars in gross yearly

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
Meet and discuss the plan to increase the pvr by implementing docupad and training	na	FINANCE MANAGER GSM GM	Ground work will be laid out on how we will accomplish our goal	09/01/2021-09/08/2021
Receive docupad and begin training	Docupad Reynolds	FINANCE MANAGER GENERAL MANAGER	TRAINING WILL BE COMPLETE ON DOCUPAD AND MENU SELLING	9/06/2021 09/10/2021
FIRST CHECK IN /ROLL OUT	REYNOLDS TRAINER	FINANCE MANAGER GENERAL MANAGER	ANY AND ALL CONCERNS ADDRESSED BY REYNOLDS TRAINER PVR SHOULD BE TRICKLING UP	09/15/2021
CONTINUING ED	F&I TRAINER	GENERAL MANAGER FINANCE MANAGER	FINANCE MANAGER WILL HAVE A BETTER GRASP OF NEW	09/20/2021 09/22/2021

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
			TRAINING AND PITCHES USING THE TECH TO MAKE HIM/HER MORE EFFECTIVE	
SECOND CHECK IN	NA	GENERAL MANAGER FINANCE MANAGER	1500 PER CAR FINANCE AVG	09/30/2021
THIRD CHECK IN	NA	GENERAL MANAGER FINANCE MANAGER	1600 PER CAR FINANCE AVERAGE	10/15/2021
FOURTH CHECK IN	NA	GENERAL MANAGER FINANCE MANAGER	1700 PER CAR FULLY ESTABLISHED PROCESS AND ALL TECH INTEGRATED	11/01/2021

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.

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.

Meet daily to go over objections that couldn’t be overcome, ensure there is ongoing training, have daily save a deal meetings, and twice weekly finance meetings to ensure we are staying on the right track

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

Would need to conduct one staff meeting meetings with Reynolds along with the trainers to ensure the process is streamlined and the training is understood by the finance manager as well as the performance goals we are setting out to hit



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Sponsor Signature: _____