ACTION PLAN 1

S Specific M Measurable A Achievable R Relevant T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

I will decrease time for vehicle trades to be front line ready from "when they fit in the schedule" to under 7 days by December 31, 2021

BOTTOM LINE: Benefits of Achieving Your Goal

-vehicles are customer ready sooner
-better idea of recon costs quicker
-additional company profits from correct, quick and thourough inspections to price vehicle accordingly.

Consequences of Not Achieving Your Goal

-loss sof potential sale for vehicle not being front line ready
-loss of profit with additional recon costs after customer prices vehicle
-slower vehicle turns
-loss of customer

When will you start? 11/01/2021

How will you gauge your progress? When? Using which metrics?

I will review the vehicle list each Monday morning with our sales department in our weekly meeting. progress of numbers of vehicle complete and front line ready versus numbers not complete as well as priority will be addressed. This will also be the time to update any vehicle that was traded for the prior week that may not be on the list.

What specific actions will you take to achieve your goal? Who can help you?

I will be in charge of managing the 7 day front line ready process and will implement a 125 point inspection check list on vehicles with 50,000 to 150,000 miles and work closely with the sales department on any new trade deal. I will also head up the schedule to ensure vehicles are front line ready within the seven day period.

Potential Challenges?	Potential Solutions?
tech shortage already busy shop schedule with techs scheduled out over the seven day period	assign trade in recon to dedicated technician additional technician may be required to help with scheduling managing shop time more efficient.