



## HOMEWORK ACTION PLAN

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

Name <u>Jared Diveley</u>	Class # <u>N-383-B</u>
Dealership <u>Lakeland Volkswagen</u>	Date <u>12/20/2021</u>

Current Situation or Challenge to be Addressed:	Reconditioning time to the lot		
Current Performance Level (include specific measure):	Exact measurement is unknown. Estimated 5-8 days		
Goal (what do you want to achieve?):	I want to get 90% of my inventory live on the lot in 72 hours		
Goal Performance Level (include specific measure)	90% live in 72 hours. Increase my inventory turns from 10 to 12		
Goal Start Date:	1/4/2022	Goal End Date:	1/2/2023
First Check-in Date:	1/18/2022	Performance Objective:	Review and Update, Service and Used Vehicle Managers discuss hurdles and solutions. Dedicated Technician?
Second Check-in Date:	2/1/2022	Performance Objective:	Review and update
Third Check-in Date:	2/15/2022	Performance Objective:	Perormance Objective should be achieved at this point
Fourth Check-in Date:	3/1/2022	Performance Objective:	Review performance
How does your goal align with the dealers' vision?	Decreasing the time to the lot will increase the number of times our inventory can turn each year. Getting product to the market sooner, sells sooner, and depreciates less.		
What are the potential benefits of achieving your goal?	Higher turn rates can equate to more gross, more customers		
What are the potential	We could not grow at all. It is important to focus on the things we can		

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consequences if you don't achieve your goal?	influence
Why is the goal important to you?	I believe in the power of turning the inventory sooner and faster.
Potential Obstacles	Service Manager "Buy in", Training, additional staff.
Potential Solutions	Hiring, Training, and Communication
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	I plan to increase my inventory turns from 10 to 12, which is a front end variance of \$65,888 per year.

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
Develop process with Used vehicle manager and Service manager	Time, ideas	S.M. and U.C. Manager	Tracking towards goal, achieved by 02/15/2022	01-04-2022 start, every two weeks meeting
Eliminate/Decrease Transportation times	Transportation company change?	Used Car manager	Faster times for shipping cars	01-04-2022 start, check in every two weeks
Discuss Part's issues	Time, Discuss all avenues to obtain parts, other than manufacturer	Parts Manager/Service Manager	Have the Part's Manager be open to the ideas of aftermarket parts in dire situations	01-04-2022 start, check in every two weeks
Service Adviser Training	Time	Service Manager to discuss changes needed to be made to	Service Advisers manage the time to lot effectively	02/15/2022

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		achieve goals with the advisers. Training		
Employee count	Do we need to hire additional employees to achieve the goal?	Service Manager, Used Car Manager	Plan to show needs or process to be more efficient	02/15/2022
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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.

Having weekly review meeting with Mnagers and covering specific metrics on a regular basis. Hold the managers accountable.

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

There will be two pre-January 4th implementation with the Service Manager and Used Vehicle Manager. We will express our concerns, provide solutions and ideas. January 4th and thereafter, bi-weekly meeting with the entire management teams to discuss these and other matters.

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