



HOMWORK – ACTION PLAN

Name CURTIS PITRE Class # N384
 Dealership NORTHSIDE TOYOTA Date JAN 25, 2022

- S** Specific **M** Measurable **A** Achievable **R** Relevant **T** Time-bound

Current Situation or Challenge to be Addressed:	Communication between sale advisors and sales managers.
Current Performance Level (include specific measure):	Current level we feel is 5 out of 10.
Goal (what do you want to achieve?)	Better communication to ensure a smooth process. This will benefit the customer.
Goal Performance Level (include specific measure)	We are currently around 5. We want to achieve a process that equals a 9 to 10

Goal Start Date:	Feb 1	Goal End Date:	Feb 28
First Check-in Date:	Feb 8	Performance Objective:	increase communication written / oral
Second Check-in Date:	Feb 15	Performance Objective:	starting to see staff improving
Third Check-in Date:	Feb 22	Performance Objective:	starting to see a smoother process through communication
Fourth Check-in Date:	Feb 28	Performance Objective:	Better communication among sales staff. The process put in place is being implemented

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<p>How does your goal align with the dealers' vision?</p>	<p>To achieve ultimate customer satisfaction</p>
<p>What are the potential benefits of achieving your goal?</p>	<ul style="list-style-type: none"> - smoother process - less stress - delivery better experience for customer - sell more cars
<p>What are the potential consequences if you don't achieve your goal?</p>	<ul style="list-style-type: none"> - communication break down - mistakes - poor customer satisfaction
<p>Why is the goal important to you?</p>	<ul style="list-style-type: none"> - to have a smoother process - ensure customer satisfaction - less stress
<p>Potential Obstacles</p>	<ul style="list-style-type: none"> - sales staff not buying in - management not following through
<p>Potential Solutions</p>	<ul style="list-style-type: none"> - everyone <u>has</u> <u>to</u> <u>buy</u> <u>in</u> - we all must have an open mind - management must follow process.
<p>BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)</p>	<p>- we feel that it could increase car gross average by 200-300 plus reduce our mistakes that come up after the customer takes delivery. These mistakes cost us gross.</p>

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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
Feb 1 - put action plan in place	- explain to sales staff intention	- management 'sales'	better understanding between staff and management	Feb 1 - Feb 8
Review new process	meet w sales people	- sales staff	- staff is buying in.	Feb 8 - Feb 15
- bring full into the new process	- using email, text, and verbal communication	- both sales staff & management	- better communication	Feb 15 - Feb 28
- complete new process in place	- having a meeting to review final process	- both sales and management	- smooth communication process	Goal completed

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.

Continue to keep/ implement the process we put in place. The communication process is so important. It benefits the customer immensely. Complete customer satisfaction is the main goal. We need to remind the sales staff that this is our vision and it has to work. We all benefit from our commitment to this new process.

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

We will conduct a meeting with the sales staff and sales managers to go over the new communication process.

Sales managers will come to an action plan to present to sales people.

Service/detail shop ↓ sales manager ↓ sales people	Business office ↓ sales manager ↓ sales people	G.M./ Dealer principal ↓ sales manager ↓ sales people.
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Sponsor Signature: _____