



HOMEWORK ACTION PLAN

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

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|---|-----------------------|
| Name <u>Jason Reitelbach</u> | Class # <u>N-386</u> |
| Dealership <u>Scott Honda of West Chester</u> | Date <u>3/14/2021</u> |

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|---|---|------------------------|-------------------------|
| Current Situation or Challenge to be Addressed: | Create/Improve Onboarding process for HR, Dept Managers, Marketing | | |
| Current Performance Level (include specific measure): | We are currently 66% turnover for 2021 | | |
| Goal (what do you want to achieve?) | Improve and reduce our employee turn over % | | |
| Goal Performance Level (include specific measure) | We hope to reduce our employee turn over to 40% | | |
| Goal Start Date: | 3/1/2022 | Goal End Date: | 6/1/2022 |
| First Check-in Date: | 3/1/2022 | Performance Objective: | Defined in detail below |
| Second Check-in Date: | 4/1/2022 | Performance Objective: | Defined in detail below |
| Third Check-in Date: | 5/1/2022 | Performance Objective: | Defined in detail below |
| Fourth Check-in Date: | 6/1/2022 | Performance Objective: | Defined in detail below |
| How does your goal align with the dealers' vision? | Our goal here is to have all employees better align and connect with our company vision and core values. | | |
| What are the potential benefits of achieving your goal? | Achieving this goal will improve our companies ability to carry out our vision. Thoughtful and Professional customer service as well as offering a career path to grow. | | |
| What are the potential consequences if you don't achieve your goal? | If we don't achieve this goal, we will negatively affect our culture, our customer experience and our employees. | | |
| Why is the goal | This goal is important to me because my number one priority is the build | | |

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| important to you? | a team of employees that enjoys what they do; and therefore, customers and fellow employees feel good when working together. |
| Potential Obstacles | Many people are involved in making this project a success. Setbacks are expected. Success is difficult to measure. |
| Potential Solutions | Intuition and accountability will be necessary for this project to succeed. |
| BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars) | This is not an easy calculation. For simplicity, I used the smallest figure to determine cost of a new hire based on a recent glassdoor study of \$4000. This figure does not factor in the cost of lost revenue due to poor employee performance. Last year we spent \$320,000 based on hiring 80 new employees using the calculation of \$4000 per new hire. Reducing our turn over rate from 60% to 40% will reduce our new hires from 80 down to 50. This improvement will reduce our overall cost of new hires by \$120,000. |

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 |
|--|----------------------------------|-----------------------|--|--------------------------------|
| 1-Define and document HR process for all new hires -Create all documents and forms required pre-hire date -Set up meeting with leadership team to educate all hiring managers on new process -Create new hire check list to use to for accountability | Click or tap here to enter text. | HR Manager | Improve communication and process between Hiring Managers and HR. This will make our process look and feel much more organized when a new hire begins. | March 1, April 1 |

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| 2-Require Job Role, Pay Plan, Benefits, Schedule, Position, Department and all other info necessary to set up new hire before start date -Work with hiring managers to educate and hold them accountable to adhere to the new policy Upload new processes in Google Drive HR File | Click or tap here to enter text. | HR Manager | This will communicate clear expectations for a new hire. As well as an understanding of what success looks like in the position. | March 1, April 1 |
| 3-Work with Operations, Marketing to construct/organize new hire folders for all positions and departments | Click or tap here to enter text. | HR Manager | This will help a new hire better understand what to expect the first few days, as well as an agenda for getting fully operational. | April 1, May 1 |
| 4-Create a digital file for each employee on Google Drive including pay plan, job role, score cards... and much more yet defined | Click or tap here to enter text. | HR Manager | This will help HR and managers have better access to all files. | March 1 |
| 5-Improve Job Offer letters and make them | Click or tap here to enter text. | HR Manager | This will make our process more professional and | April 1 |

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| available for hiring managers on Google Drive HR file | | | official. | |
| 6-Continue working with Leadership Team to improve Job Roles, Score Cards and Playbooks Improve Job Role, Score Card clarity and effectiveness Develop Playbooks for key roles to help grow and develop skills and performance | Click or tap here to enter text. | Marketing Director/Operations | This will provide HR with the necessary documentation to hold employees accountable for performance. And also to keep a record of performance. | March 1, May 1, Check points every 2 weeks. |
| 7-Upgrade to Enterprise Level Hireology subscription to Improve integration with Hireology and Paylocity Improve recruiting tools to better attract talent tell a better story about career opportunities with video, testimonials with multimedia platform Fix issues with Helion New Hire System Set up | Click or tap here to enter text. | Marketing Director/Operations | This will attract a better more qualified candidate. This will also allow us to provide custom video content to recruit a candidate that aligns with our vision and core values | April 1, June 1 |

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| Create Google Slides defining all company positions and the corresponding system set ups (this is not a small task). Take everything in my brain and put it into a documented process for others to access. Include screen shots to demonstrate access set ups within the individual programs (this process varies for each role and dept) | | | | |

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 must hold everyone accountable. HR Manager is working with me case by case to insure we adhere to all new processes. I must document issues to use for coaching/discipline.

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

Meetings with all staff involved every week. Tuesdays at 3pm.



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Sponsor Signature: _____