



HOMEWORK ACTION PLAN

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

Name <u>WAHID KHAWJA</u>	Class	# <u>N389</u>
Dealership <u>CONCORD NISSAN</u>	Date	<u>4/1/2022</u>

Current Situation or Challenge to be Addressed:	CURRENT SITUATION IS WE HAVE NO CPO INVENTORY. CHALLENGE WOULD BE FINDING AND ADDING MORE CPO VEHICLES TO INVENTORY		
Current Performance Level (include specific measure):	CURRENTLY WE ARE STAYING AWAY FROM CPO DUE TO MARKET CONDITIONS, WE ARE ONLY DOING CPO ON SERVICE RENTALS THAT COME BACK TO USED INVENTORY		
Goal (what do you want to achieve?)	PERFORM CPO INSPECTION ON EVERY 3 YEARS AND NEWER USED NISSANS AND WHICHEVER VEHICLE QUALIFY FOR CPO FOR AN EFFORABLE COST, MAKE IT CPO		
Goal Performance Level (include specific measure)	THIS WILL BE A PRIORITY AND WILL HAVE HIGH PERFORMANCE LEVEL. WE WILL START SLOW AND I WILL KEEP AN EYE ON OUR PERFORMANCE ON CPO VEHICLES FOR THE NEXT SEVERAL MONTHS. AS WE PROGRESS WE WILL TAKE THE VOLUME AS HIGH AS WE CAN.		
Goal Start Date:	4/1/2022	Goal End Date:	12/31/2022
First Check-in Date:	4/30/2022	Performance Objective:	RUN REPORT TO SEE HOW MANY CPO IN INVENTORY AND HOW MANY SOLD. RUN REPORT TO CHECK GROSSES. HAVE MEETINGS WITH SERVICE MANAGER, USED CAR MANGER, SALES MANGERS AND SALES CONSULTANTS TO VERIFY WEAK POINTS AND GET FEED BACK
Second Check-in Date:	6/30/2022	Performance Objective:	RUN REPORT TO SEE HOW MANY CPO IN INVENTORY AND HOW MANY SOLD. RUN REPORT TO CHECK GROSSES. HAVE MEETINGS WITH SERVICE MANAGER, USED CAR MANGER, SALES MANGERS AND SALES CONSULTANTS

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			TO VERIFY WEAK POINTS AND GET FEED BACK
Third Check-in Date:	8/31/2022	Performance Objective:	RUN REPORT TO SEE HOW MANY CPO IN INVENTORY AND HOW MANY SOLD. RUN REPORT TO CHECK GROSSES. HAVE MEETINGS WITH SERVICE MANAGER, USED CAR MANGER, SALES MANGERS AND SALES CONSULTANTS TO VERIFY WEAK POINTS AND GET FEED BACK
Fourth Check-in Date:	10/31/2022	Performance Objective:	RUN REPORT TO SEE HOW MANY CPO IN INVENTORY AND HOW MANY SOLD. RUN REPORT TO CHECK GROSSES. HAVE MEETINGS WITH SERVICE MANAGER, USED CAR MANGER, SALES MANGERS AND SALES CONSULTANTS TO VERIFY WEAK POINTS AND GET FEED BACK. CPO ARE HERE TO STAY!
How does your goal align with the dealers' vision?	DEALER VISION IS TO SELL HIGH VOLUME OF CPO IN NEAR FUTURE AND THIS GOAL WILL ALIGN WITH DEALER VISION		
What are the potential benefits of achieving your goal?	THE POTENTIAL BENEFITS OF ACHIEVING MY GOAL IS CUSTOMER LOYALTY, HEALTHY INVENTORY, FASTER TURN, HIGHER GROSSES		
What are the potential consequences if you don't achieve your goal?	THE POTENTIAL CONSEQUENCES WILL BE LESS CUSTOMER LOYALTY, SLOWER INVENTORY TURN, NO SWITCH VEHICLES FOR NEW CAR CUSTOMERS, LOWER GROSSES,		
Why is the goal important to you?	DUE TO CURRENT NEW CAR INVENTORY LEVELS, CPO IS THE WAY TO GO AND IT IS IMPORTANT TO KEEP OUR STORE PROFITABLE WITH HEALTHY PRE-OWNED INVENTORY AND CPO		
Potential Obstacles	FINDING THE RIGHT NISSAN VEHICLES TO MAKE THEM CPO. TRAINING		

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Potential Solutions	INSPECT EVERY NEWER PRE-OWNED MODEL NISSAN FOR CPO, MARKET TO MORE CUSTOMERS TO RETURN THEIR LEASES TO US. KEEP OUR AUCTION BUYERS INFORMED OF OUR GOAL AND IN THE SAME PAGE.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	OUR FRONT GROSS ON NON CPO IS \$2136, CPO VEHICLES WILL HAVE \$2650 FRONT GROSS AVERAGE. BY SELLING 10 CPO AVERAGE A MONTH THAT WILL ADD \$50K PLUS TO THE BOTTOM LINE EVERY 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
ROLLOUT MEETING WITH MANAGERS AND SALES CONSULTANTS	TRAINING MATERIAL, CPO BOOKLETS	USED CAR MANAGER, SERVICE MANAGER AND SALES MANAGERS	TO ADOPT AND SEE THE VISION	04/01/22 - 04-08-22 AND 04/30/22
CHECK IMMEDIATE INVENTORY TO SEE IF ANY NISSAN QUALIFY FOR CPO	CHECK ROS, INSPECTION SHEETS ON VEHICLES FOUND IN INVENTORY TO SEE IF QUALIFY FOR CPO	USED CAR MANAGER	IF ANY QUALIFY FOR CPO TO RUN IT THRU SERVICE FOR CPO CERTIFICATION	04/01/22 - 04/03/22 AND 04/05/22
ALL INCOMING NEW INVENTORY OF PRE-OWNED NISSAN WILL BE CHECKED WITH CPO INSPECTION	SERVICE DEPT	USED CAR MANAGER AND SERVICE MANAGER	GET SOME CPO UNITS IN TO THE INVENTORY	04/01/22 - 12/31/22
MARKETING TO CURRENT LEASE CUSTOMERS WHOSE LEASES ARE CLOSE TO EXPIRATION TO RETURN LEASES	VINSOLUTION EMAIL BLAST, DOWNLOADING MATURITY MANIFESTS FROM OEM PORTAL AND	INTERNET SALES CONSULTANTS, SALES MANAGERS	GET MORE LEASE RETURNS AS THEY ARE PERFECT FOR CPO INVENTORY	04/01/22 - 12-31-22

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
AT OUR LOCATION	CALL CUSTOMERS			
LOOK AT SISTER STORES INVENTORY AND PURCHASE THEIR NEWER NISSAN INVENTORY FOR CPO	VAUTO	ME AND USED CAR MANAGER	GET MORE CPO INVENTORY	04/01/22 - 12/31/22
LET OUR COMMUNITY KNOW WE ARE BACK WITH CPO IN OUR INVENTORY	MAILERS, BANNERS IN THE FRONT LOT SO PEOPLE CAN SEE FROM OUDIE	USED CAR MANAGER	GET THE WORD OUT SO OUR COMMUNITY IS AWARE	04/01/22 - 04/30/22 AND 12/31/22
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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.

WE WILL HAVE THE PROCESS IN WRITING AND POSTED IN OUR SHARED DRIVE SO EVERYONE IS AWARE THAT THE CPO ARE HERE TO STAY. WE WILL HAVE CONTINUOUS TRINING, MEETINGS AND INVENTORY WALKS.

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

ONCE WE HAVE THE PROCESS IN WRITING, I WILL HAVE MEETINGS WITH THE STAFF TO TO GO OVER THE PROCESS, HAVE DESIGNATED AREA FOR CPO VEHICLES, PREPARE FOLDERS FOR CPO, HAVE SOMEONE FROM NISSAN CPO BRANCH COME AND DO A COMPLETE TRAINING WITH STAFF. WE WILL CONTINUE HAVING MEETINGS, TRAINING AND KEEP OUR STAFF INGAGGED.



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Sponsor Signature: _____