

HOMEWORK ACTION PLAN

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

Name <u> Kelvin Pugmire </u>	Class # <u> 015 PAG </u>
Dealership <u> Penske Automotive Collision Center </u>	Date <u> 5/19/2022 </u>

Current Situation or Challenge to be Addressed:	Cosmetic recon process for escondido is, slow, inefficient and potentially biased		
Current Performance Level (include specific measure):	Unfortunately I have no specific way to measure this, but feed back from the stores suggest we are not doing as well as they would like		
Goal (what do you want to achieve?)	Recon more cars and quicker		
Goal Performance Level (include specific measure)	Because used recon can not afford the costs and time associated with having and operating system we need to create a process that is unbiased, easy to manage and efficient.		
Goal Start Date:	5/1/2022	Goal End Date:	6/30/2022
First Check-in Date:	5/13/2022	Performance Objective:	Combo recon techs move to back of collision
Second Check-in Date:	5/20/2022	Performance Objective:	Hire admin/inspector for used recon
Third Check-in Date:	5/20/2022	Performance Objective:	Centralize drop off and pick up for used recon/detail & photos
Fourth Check-in Date:	6/30/2022	Performance Objective:	If capacity will support, Add services available to dealers
How does your goal align with the dealers' vision?	This gives control to the dealer of which and how many of their cars get cosmetic recon. This will also reduce the number of hand offs between departments which should decrease cycle time. Also by coming directly from mech. Recon to cosmetice recon it will reduce the number of vehicle being on the front line without cosmetic repairs being completed.		
What are the potential benefits of achieving your goal?	Faster cycle time, less do bills		

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What are the potential consequences if you don't achieve your goal?	Dealers will continue to be unhappy with the service we do (or do not provide)
Why is the goal important to you?	Mostly for my employees ESI, this plan will actually cost me money. But this should mean I have more work available for my techs. Also I hope the dealers appreciate more the service we provide and torture my employees less.
Potential Obstacles	With the low levels of inventory they will be reluctant to let us have cars for recon, plus they may not love the idea of having to bring us the car. (but walking their lot looking for cars and keys is extremely inefficient and frustrating for all)
Potential Solutions	This is the solution and unfortunately it will not be optional.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	For rapid repair it will cost me money based on the additional head count and because of our pack system (I get paid even if we perform no recon) But hopefully this will have a positive impact on GP for used car sales and also it should reduce the # of due bills for the dealers.

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
Move recon techs to back of collision	Just man power to move equipment and supplies	Click or tap here to enter text.	Better quality work, Cleaner and better air supply	Completed 5/13
Hire and train recon inspector	Click or tap here to enter text.	Flora Baba	Unbiases cosmetic recon, QC	Start 5/20
Centralize recon drop off and pick up	Ipad, key drop box	Flora/Josh	All used cars dropped off to rapid for cosmetic recon, then picked up by	5/20

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
			dynamic when complete	
hire body tech and painter for rapid escondido	Enough work to support 2 flagging techs	Josh and flora	Click or tap here to enter text.	TBD
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.
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.
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.

I have done this in another location and my current managers love the success we have had. They are so bought in that there is no going back. They are excited to implament this process in escondido. Also the new employees needed to implement will not know another way

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

Click or tap here to enter text.

Sponsor Signature: _____