



## HOMEWORK ACTION PLAN

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

Name <u>John Jepson</u>	Class #	<u>046</u>
Dealership <u>Northwest Freightliner</u>	Date	<u>6/3/2022</u>

Current Situation or Challenge to be Addressed:	Dealership currently does not have a consistent process in place for reconditioning used vehicles. This has elevated the overall cost of the reconditioning process because the process is subjective.		
Current Performance Level (include specific measure):	Our current average cost per reconditioning is \$6,350 (43 units), with an average time of 27 days from start of Recon to the front line.		
Goal (what do you want to achieve?)	We would like to create a Reconditioning plan that would budget \$3200/unit and get the unit to the Sales line within 2 weeks.		
Goal Performance Level (include specific measure)	-Avg. Reconditioning cost not to exceed \$3200 -Avg. Days to Sales line <14 Days		
Goal Start Date:	7/1/2022	Goal End Date:	1/31/2023
First Check-in Date:	8/15/2022	Performance Objective:	Meeting of the Minds should have taken place. What is does the new Process look like?
Second Check-in Date:	9/15/2022	Performance Objective:	During our first Check-in meeting, we finalized the reconditioning plan and we should have begun the implementation
Third Check-in Date:	11/14/2022	Performance Objective:	Monitor the progress and make adjustments to the processes as needed.
Fourth Check-in Date:	1/30/2023	Performance Objective:	After Action Review
How does your goal align with the dealers' vision?	The Dealer Principal has been pushing for this to be a project that we undertake, so this will work perfectly with his vision.		
What are the potential benefits of achieving	This will get increase our gross profit on each deal and speed up that		

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your goal?	transition from frozen capital to cash!!
What are the potential consequences if you don't achieve your goal?	Lost Gross Profit Dealer Principal not happy
Why is the goal important to you?	This goal is most important to me because it's important to the Dealer Principal. The second reason this is important is because the more gross profit we make, the more I make for my family!
Potential Obstacles	Employees not buying into the process, Management not following through with their assigned Action items,
Potential Solutions	Include the lower level employees in on the Process design meeting to get their buy-in, Creating calendar invites for all affected associates to ensure milestones are met timely.
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	If we were to sell the same amount of vehicles utilizing this new process, we would gain \$135,450 in gross profit in nearly half the time!

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
Analyze current state and create a process	Management support	Service Manager	Process is written	07/01/2022, 08/15/2022
Communicate Desired Goals to affected personnel	Management Support	General Manager	Effectively communicate our goal - Why, and how	08/15/2022 08/15/2022
Monitor the process to ensure it's being followed precisely	Written Process	Service Manager	Ensuring obstacles are broken down in order to achieve	07/01/2022 01/30/2023

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			this goal	
Half Way Point: Ensure we're meeting our desired benchmarks along the way	Management Support	General Manager	At this point, we should be delivering trucks to the Sale line within 14 days and we should be at an Recon Cost of less than \$4,775.00	10/03/2022 01/30/2023
Check in Time	Management Support	General Manager/ Service Manager	To ensure we're on track to achieving our goals. If there needs to be adjustments made to the process, now is a great time	11/14/2022 01/30/2023
Final Check in	Mnagement Support	Service Management Team, General Manager	After Action Review of the process. What worked well and what can we change to improve the overall process? Solidfy the process with those changes and implement a plan to control the process moving forward-utilizing Outlook calendar to set check up meetings.	01/30/2023 Continuously improve
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to enter text.	to enter text.	to enter text.	to enter text.	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 set calendar invites for all affected employees to check on this once per month to ensure we're staying within our newly set guidelines.

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

An initial meeting to analyze the current state of the process should be held, where all affected employees are present, in order to capture their buy-in. Then regular meetings should be held to ensure everyone involved is still focused.

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