



# HOMWORK ACTION PLAN

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

Name Jacob DeBoer Class # N393  
 Dealership BRUCE CHEV GMC BUICK Date 6/2/2022

Current Situation or Challenge to be Addressed:	Our turn around time to get used vehicles lot/online ready		
Current Performance Level (include specific measure):	13 days		
Goal (what do you want to achieve?)	Id like to work my way down to 5 days but till the end of the year I want to get down to 9		
Goal Performance Level (include specific measure)	9 Days		
Goal Start Date:	6/1/2022	Goal End Date:	12/31/2022
First Check-in Date:	8/31/2022	Performance Objective:	11
Second Check-in Date:	9/30/2022	Performance Objective:	10
Third Check-in Date:	11/30/2022	Performance Objective:	9
Fourth Check-in Date:	12/31/2022	Performance Objective:	9
How does your goal align with the dealers' vision?	This goal aligns with our vision on quality and speed to get vehicles front lined asap		
What are the potential benefits of achieving your goal?	Quicker turns/ faster to market (online and lot) / less frozen capital tied up in vehicles not lot ready		
What are the potential consequences if you don't achieve your goal?	Frozen capital tied up / missed sales by not being front line ready quick enough / slower turn		
Why is the goal	Helps our service dept and sales dept to get money through the tills		

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important to you?	faster
Potential Obstacles	Parts shortage / Tech time loss to covid / detail bottleneck
Potential Solutions	Hire another detailer / try and stock common parts
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	I don't know how I'd be able to calculate a rough dollar amount where this goal helps all dept in store. Getting the cars in quicker and reconditioning the service dept gets their internal \$ faster/ sales get their cars quicker online so they're able to turn them faster and sell them quicker which in turn helps finance have opportunities to sell as well.

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
Sales / Service morning check in for cars taken in the day before	none	Sales manager and service manager	To get a jump start on the days in stock	Starting right away, and continue everyday
Used car google tracking sheet	Google sheet made	Sales manager/ service manager/ advisors/ online inventory manager	Track each car update as it goes through the shop/ detail/ pictures	Start now/ check point dates are every Monday/ but checking daily for updates
Recon \$ cap with no approval needed	Agreement between sales and service	Sales manager / service manager and GM	Quicker recon times not waiting on approvals or chasing someone around for answer	Right away
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.

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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.

A daily recon process that will become habit, if any part is skipped nothing else will work , so itll be noticeable . So hold everyone accountable and they understand speed is needed on recons

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

Sit down with sales and service managers and GM and agre on \$ approval cap on cars and trucks . example 750 cars , 1000 truck.

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