



HOMWORK ACTION PLAN

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

Name Cliff Madamba Class # N388
 Dealership Future Toyota Date 6/27/2022

Current Situation or Challenge to be Addressed:	It currently takes an average of 10.2 days to have a Used Vehicle front-line ready from the time of purchase.		
Current Performance Level (include specific measure):	10.2 Average days to front-line, 5.2 average days in reconditioning.		
Goal (what do you want to achieve?)	5 days to front-line, 2 days in reconditioning.		
Goal Performance Level (include specific measure)	Click or tap here to enter text.		
Goal Start Date:	7/1/2022	Goal End Date:	10/1/2022
First Check-in Date:	8/1/2022	Performance Objective:	Under 7 days to front-line
Second Check-in Date:	9/1/2022	Performance Objective:	Between 5 and 7 days to front-line.
Third Check-in Date:	Use Dropdown to enter a date.	Performance Objective:	Click or tap here to enter text.
Fourth Check-in Date:	Use Dropdown to enter a date.	Performance Objective:	Click or tap here to enter text.
How does your goal align with the dealers' vision?	Achieving this goal helps us stay within our Dealers 75 day Used Vehicle aging policy.		
What are the potential benefits of achieving your goal?	If we can get vehicles front-line ready 5 days faster, it gives us 5 more days to market and sell the vehicle. The clock starts the second you stock the vehicle in.		
What are the potential consequences if you don't achieve your goal?	It will be tougher to improve our Inventory turn rate if we don't get the cars ready faster.		

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Why is the goal important to you?	Through 5 months this year, our pre-owned inventory turn rate is 10.7. My goal is to move that number to 14. Improving efficiency will help us turn inventory faster.
Potential Obstacles	We need at least 1 additional Used Vehicle Technician, and a better way to track the recon process.
Potential Solutions	Hire an additional Technician. Potentially utilize software like Rapid Recon.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Our YTD Gross average in Used is \$5,957. If we increase our turns 3 full turns, it is an additional 99 Units retailed which is \$589,743 of additional gross profit. Plus we would pick up additional Internal Service gross on the additional units reconditioned.

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
Re-organize the Recon lot so that it is easier to see where vehicles are in the process.	New signage, manpower	Used Car Manager	Better organization, easier for Technicians to find vehicles.	Start: 07/01/22 End: 07/15/22
Sign up for Rapid Recon.	Rapid Recon	General Manager	Utilize software to help improve the reconditioning process	Have done by 07/31/22
Hire 1-2 Used Vehicle Technicians	N/A	Service Manager	Increase shop capacity to recondition used cars	Start: 07/01/22 End: 07/31/22
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.

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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.

We will utilize Rapid Recon to continuously monitor the process. Daily updates on the results will be communicated to key personnel, Used Car Manager, Service Manager, Used car techs, etc.

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

Once the software is in place and the process is organized, we will have a meeting with all key personnel. We will outline the process, state the goal and make sure that everyone is onboard. We will also communicate an incentive program as additional motivation.

Sponsor Signature: _____