



HOMEWORK ACTION PLAN

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

Name <u>Greg Echols</u>	Class #	<u>N-392</u>
Dealership <u>Chuck Hutton Chevrolet</u>	Date	<u>5/23/2022</u>

Current Situation or Challenge to be Addressed:	Days it takes to get vehicles through service.		
Current Performance Level (include specific measure):	We are currently at an average of 28 days to get vehicles through service		
Goal (what do you want to achieve?)	Our goal is to get to ten day average within 60 days.		
Goal Performance Level (include specific measure)	We will use Irecon to track our efforts in achieving this goal		
Goal Start Date:	5/23/2022	Goal End Date:	8/30/2022
First Check-in Date:	5/30/2022	Performance Objective:	10% better
Second Check-in Date:	6/6/2022	Performance Objective:	20% better
Third Check-in Date:	6/13/2022	Performance Objective:	40% better
Fourth Check-in Date:	6/20/2022	Performance Objective:	60% better
How does your goal align with the dealers' vision?	Our vision is to keep the the customer as the center of everything we do. By getting vehicles out of service in a timley manner, our customers will be able to get the vehicles they choose much faster. Our vehicle turn and focus on keeping fresh profitable inventory will grow.		
What are the potential benefits of achieving your goal?	Better turn on our inventory, higher grosses for fixed as well as variable.		
What are the potential consequences if you don't achieve your goal?	We will contunue to loose money in Used Dept. Service time will continue to stay high. Customer satisfaction will be low.		

HOMEWORK ACTION PLAN

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

Why is the goal important to you?	28 days is too long of an average in service when we are trying to have a 60 day turn.
Potential Obstacles	Used and Service Managers not working together to achieve the goal.
Potential Solutions	Weekly check ups and issue accountability statements if goals aren't being met
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	By achieving our goals we can add 90K a month to our bottom line.

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
Stock in fresh trade and get at least 1 photo	Used Manager, Lot Porter, Photo company	Used Manager, GSM	Fresh inventory stocked in ready for service immediately	Mondays, Wednesdays, and Fridays when picture person comes
10 Maximum days in and out of service	Internal Service writer, Service Manager, Pre owned Tech	GM, Used Manager and Service Manager	Cars out within 10 days	Daily using I Recon
Better vehicle descriptions on used vehicles	Used Manager and V Auto	Used Manger	Better used descriptions on our pre owned vehicles	Monday, Wednesday and Friday
Vehicle descriptions on all pre owned cars	V Auto, Used Manager, Lot Porter	Used Manager, GSM	All pre owned vehicle will have descriptions and As-Is on driver rear of all vehicles	Daily will walk lot to make sure this is completed
Click or tap here	Click or tap here	Click or tap here	Click or tap here	Click or tap here

HOMEWORK ACTION PLAN

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

SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
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 continue accountability, weekly meetings, and cosistent follow through

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

Meet with service manager, used techs, used manager, and detail daily to make sure we are all pulling in the same direction to meet our goal.

Sponsor Signature: _____