



HOMEWORK ACTION PLAN

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

Name	Patrick Uebelhor	Class #	391
Dealership	Uebelhor Toyota	Date	8/8/2022

Current Situation or Challenge to be Addressed:	Speed up/bypass office for recon and merchasending		
Current Performance Level (include specific measure):	Trades with loans take 21 days to be fully processed in office for merchasinding and recon can take around 14 days.		
Goal (what do you want to achieve?)	Mechhasndice cars in less than 12 hours of trade in time - decrease recon time to 72 hours		
Goal Performance Level (include specific measure)	12 hours merch time and 72 hour recon time		
Goal Start Date:	8/8/2022	Goal End Date:	12/31/2022
First Check-in Date:	9/8/2022	Performance Objective:	Trade in Mechanding Complete
Second Check-in Date:	10/8/2022	Performance Objective:	Recon Tracking Utilized
Third Check-in Date:	10/8/2022	Performance Objective:	1 Key List
Fourth Check-in Date:	10/8/2022	Performance Objective:	Sold Row - Finance Part Used
How does your goal align with the dealers' vision?	Increasing Turn On Used Cars.		
What are the potential benefits of achieving your goal?	Better Prefeitabilty - Effeciency Increase for Sales Persons, Detail Personel, and Service personel.		
What are the potential consequences if you don't achieve your goal?	Slow loss in prifeitabilty as the market becomes more challenging. Loss of effeciency for personel.		
Why is the goal important to you?	The process will be eaiser and significantly better for all parties wile making the dealer more profiteable.		
Potential Obstacles	Employee buy in is always a challenge.		
Potential Solutions	.TUCAN (google sheet)		
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	If we get each car to the lot and sold 24 hours quicker we will save about \$75,000 per year. I believe the impact will be much larger considering some cars have a 14 day delay currently.		

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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
Digital Trade in List	TUCAN Google Sheets	Ken Sparks (IT) Daniel Buchlein, Patrick Uebelhor, Danile Walker	Replace Paper Note Book - Merchandice Cars at time of trade in.	8-8-22, 9-8-22, completion is the only chaeckpoint
1 Key List	TUCAN	Ken Sparks (IT) Patrick Uebelhor, Nancy Wilson	Getting spare key made will be easier and save UCM time.	9-8-22, 10-8-22, completion checkpoint
Service Tracking Page	TUCAN	Ken Sparks (IT) Adam Hopf	Dealer Principal and Fixed op mgmt. can minitor recon adverages.	10-8-22, 11-8-22 Completion Checkpoint
Detail Page	TUCAN	Ken Sparks, Steve Bratcher	Detail Can Complete a car before UCI or After Speeding up recon process	11-8-22, 12-8-22, completion check point
Photo Page	TUCAN	Ken Sparks, Tegus McBride	Photogrpher can photo cars as soon as they are detailed.	12-8-22, 1-8-23, Completion check point
Auto asign stock numbers	TUCAN	Ken Sparks, Lee Uebelhor, Andrea	Sales staff can generate stock numbers when office staff is not here	1-8-23, 2-8-23 Completion check point
Auto Generate Documents	TUCAN	Ken Sparks, Angie	Tucan auto generates, odomater statemants ect.	2-8-23, 2-8,-23

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.

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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.

Easy. I've implemented a change culture process. I've presented the long term and short term benefits, picked 5 key players to get their buy in and feedback, and we're going to celebrate when we make our checkpoints.

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

We have created a meeting with slide show that lays out the plan shows why and opens the floor for ideas. All the prices are made to simplify the jobs of the employees even though they are actually completing more work.

Sponsor Signature:

