



HOMWORK ACTION PLAN

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

Name JOHN SANDALIS Class # N396
 Dealership BOB BELL NISSAN Date 9/1/2022

Current Situation or Challenge to be Addressed:	NOT USING VIDEOS FOR ALL DEPARTMENTS IN DEALERSHIP		
Current Performance Level (include specific measure):	THE DEALERSHIP IS AT 0% ACROSS THE BOARD IN USING VIDEOS		
Goal (what do you want to achieve?)	FOR ALL DEPARTMENTS TO UTILIZE VIDEOS FOR CUSTOMERS		
Goal Performance Level (include specific measure)	WE PLAN TO BE AT 100% UTILIZATION BY THE END OF OCTOBER		
Goal Start Date:	9/1/2022	Goal End Date:	10/31/2022
First Check-in Date:	9/16/2022	Performance Objective:	BE AT LEAST 25% UTILIZATION
Second Check-in Date:	9/30/2022	Performance Objective:	BE AT LEAST 50% UTILIZATION
Third Check-in Date:	10/14/2022	Performance Objective:	BE AT LEAST 75% UTILIZATION
Fourth Check-in Date:	10/28/2022	Performance Objective:	BE AT 100% UTILIZATION
How does your goal align with the dealers' vision?	TO BE A COMPETITIVE AND GO TO DEALERSHIP		
What are the potential benefits of achieving your goal?	INCREASING SALES AND TO RETAIN CUSTOMER LOYALTY		
What are the potential consequences if you don't achieve your goal?	CONSEQUENCES ARE THAT WE WOULD CONTINUE TO BE OLD FASHIONED AND NOT GROW WITH THE TIMES; DIGITAL WORLD IS HERE NOW		

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Why is the goal important to you?	TO INCREASE SALES IN ALL DEPARTMENTS AND BETTER THE DEALERSHIP AS A WHOLE
Potential Obstacles	EMPLOYEES NOT COMPLYING WITH NEW STRUCTURE
Potential Solutions	FIRE EMPLOYEES THAT ARE NOT WILLING TO COMPLY AND HIRE NEW STAFF
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	UNSURE IF RESULTS CAN BE QUANTIFIED; ACHIEVING THIS GOAL WILL DEFINITELY HAVE A POSITIVE FINANCIAL IMPACT ON DEALERSHIP OVERALL.

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
SALESMAN DOING WALKAROUND VIDEOS	PHONE/TABLET	SALESMAN/ SALES MANAGER	INCREASED SALES	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS IN BETWEEN
SALESMAN THANKING CUSTOMER FOR BUSINESS VIDEO	PHONE/TABLET	SALESMAN/ SALES MANAGER	INCREASE LOYALTY AND REFERALLS	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS IN BETWEEN
SERVICE WRITER WELCOMING VIDEO	PHONE/TABLET	SERVICE WRITER/ SERVICE MANAGER	INCREASED SALES AND CSI	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS IN BETWEEN
MECHANIC WALKAROUND VIDEO	PHONE/TABLET	SERVICE WRITER/ MECHANIC	INCREASED CUSTOMER LOYALTY	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS

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				IN BETWEEN
PARTS ORDER ARRIVED VIDEO	PHONE/TABLET	PARTS COUNTER/ PARTS MANAGER	INCREASED CUSTOMER LOYALTY	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS IN BETWEEN
BODYSHOP INTRO VIDEO	PHONE/TABLET	ESTIMATOR/ BODYSHOP MANAGER	INCREASED CUSTOMER LOYALTY	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS IN BETWEEN
DEALERSHIP INFORMATION VIDEO	PHONE/TABLET	GENERAL MANAGER	INCREASE IN SALES/SERVICE/PARTS/BODYSHOP	START 09/1/22 END 10/31/22 CHECKPOINTS EVERY 2 WEEKS IN BETWEEN

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.

MONTHLY EVALUATIONS WITH ALL MANAGEMENT TO ENSURE ALL PERSONEL IS STILL COMPLYING WITH NEW RULES. IF VIDEOS ARE NOT BEING DONE, WE TAKE ACTION; 1ST OFFENSE IS WRITE UP, 2ND OFFENSE WRITE-UP AND SUSPENSION WITH NO PAY FOR 3 DAYS, AND 3RD OFFENSE IS TERMINATION.

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

JUST MAKING SURE ALL DEPARTMENTS HAVE THE RIGHT PLAN IN PROCESS AND ALL TOOLS NEEDED TO FOLLOW THROUGH.

Sponsor Signature: _____

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