

SERVICE OPERATIONS ASSIGNMENT – ACTION PLAN

 Specific
  Measurable
  Achievable
  Relevant
  Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
 Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2020."



Goal is to have short daily informative meetings.
 9-1-22 - start date.

How does this goal align with or support your dealer's vision?
 What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
 Why is this goal important to you?



We only do 1 meeting a month now so to start daily short meetings that are to a short point can help the sales staff be more informed to help sell more vehicles. If we don't we are not giving them all the information they can use to sell more.

FIXED OPERATIONS 2 – SERVICE

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, & CHECK POINT DATES
Daily meeting Every morning.	Sales Team	Myself + Sales Mgrs	More Informative STUFF	9-1-22

SERVICE OPERATIONS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?



I will make sure we do not skip any days of the week, I'm here every morning except one so it will be easy.

Potential Obstacles?

Potential Solutions?

NONE

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BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?



Unlimited, the more informed sales is, the more money can be made by sales or holding more goods

CONGRATULATIONS! You've accomplished your goal! You 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.



I will do daily good make sure the increases do on my pay off.