



HOMEWORK ACTION PLAN

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

Name ART HILL Class # 397
 Dealership NISSAN OF HENDERSONVILLE Date 10/4/2021

Current Situation or Challenge to be Addressed:	USED CAR SERVICE TIME		
Current Performance Level (include specific measure):	PERFORMANCE LEVEL FOR AUGUST WAS 25-30 DAYS PVR IN THE FRONT OF USED CARS (394) BEFORE PACK AND DEALER FEES GOOGLE REVIEWS WERE NOT THE BEST BASED ON SELLING CARS BEFORE THEY WERE OUT OF SHOP AND THE CONSTANT CHARGEBACKS		
Goal (what do you want to achieve?)	OUR GOAL IS 3-7 DAYS TO FRONT LINE		
Goal Performance Level (include specific measure)	PVR FRONT END GROSS IS CURRENTLY (394) WITH A QUICKER TURN AROUND TIME CARS CAN BE PRICED FOR PROFIT AND NOT AS AGING INVENTORY. EXPECTED FRONT END GROSS IS POSITIVE 500 DOLLARS. CHARGEBACKS ARE CURRENTLY AROUND 21K THE MEASURABLE IS TO GET THAT NUMBER DOWN TO 10K WHICH WE WILL MONITOR DAILY		
Goal Start Date:	9/1/2022	Goal End Date:	9/30/2022
First Check-in Date:	9/7/2022	Performance Objective:	20 DAYS FRONTLINE READY
Second Check-in Date:	9/14/2022	Performance Objective:	15 DAYS FRONTLINE READY
Third Check-in Date:	9/21/2022	Performance Objective:	10 DAYS FRONTLINE READY
Fourth Check-in Date:	9/28/2022	Performance Objective:	UNDER 7
How does your goal align with the dealers' vision?	OUR GOAL IS PREMIUM SERVICE		
What are the potential benefits of achieving your goal?	THE BENEFITS OF ACHIEVING GOAL 1) HIGHER PVR IN FRONT AND BACK OF DEAL 2) BETTER SERVICE TO CUSTOMER		

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	3) HAPPIER SALES CONSULTANT AND TECHNICIAN 4) LESS CHARGEBACKS
What are the potential consequences if you don't achieve your goal?	CONSEQUENCES 1) LESS QUALITY WORK RESULTING IN MORE CHARGE BACKS 2) CUSTOMERS UNHAPPY WITH LENGTH OF TIME CARS(PRESALES) TAKE TO GET OUT OF SERVICE 3) UNHAPPY SALES DEPT AS THEY WOULD LOSE DEALS AND GROSS PROFIT
Why is the goal important to you?	THE GOAL IS IMPORTANT TO ME BECAUSE WE HAVE TO BE MORE EFFICIENT IN ORDER TO SURVIVE IN THIS MARKET. USED CARS IS OUR LIVELYHOOD RIGHT NOW SO WE RESPECT THE PROCESS AND ADAPT TO BEING A USED CAR WELL OILED MACHINE
Potential Obstacles	NUMBER OF TECHS AND BAYS SERVICE MANGER AND USED CAR MANAGER COMMUNICATION
Potential Solutions	WE HIRED 4 TECHS AND 2 ADDITIONAL LUBE TECH AND WE ALSO ADDED 4 BAYS I WILL BE PRESENT AT ALL SERVICE MANGER AND USED CAR MANAGER MEETINGS AND WILL INSTALL A DAILY HUDDLE BETWEEN THE 3 OF US AND TEAM LEADS FROM SHOP
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	AUGUST 100 USED SOLD FRONT END GROSS(39448) BACK END 167800 TOTAL 128532 SEPTEMBER PROJECTION 115 SOLD FRONT END GROSS 57500 BACK END 195500 TOTAL 253000

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
USED CAR TECH	SERVICE MGR	SERVICE MGR	TURN TIME 3-7	START DATE

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
TEAM	SERVICE TEAM LEADS	USED CAR DIRECTOR	DAYS	09/01/22 CHECKPOINT DATES 09/7/22 09/14/22 09/21/22 09/28/22
USED CAR AND SERVICE MANGER DAILY HUDDLE	GM OFFICE AND POSITIVE ATTITUDE	USED CAR MGR SERVICE MGR GM	CLEAR THE AIR AND MAKE SURE EVERYONE KNOWS THEIR APPRECIATED AND WE ARE 1 TEAM	START DATE 09-01/22 END DATE 09/30/22 CHECK POINTS DAILY
KEEPING THE CUTOMER INFORMED ON TIME FRAME ON PRESALES	SALES LOG AND SERVICE LOG	SALES MANAGERS AND SERVICE MANAGER AND ADVISORS	BETTER COMMUNICATION NWITH CUSTOMER AND BETTER CUSTOMER SERVICE RESULTING IN BETTER RIVIEWS	START DATE 09/1/22 END DATE 9/30/22 CHECKPIONTS DAILY DURING SAVE A DEAL MEETING
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.
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.
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.
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.

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.

WE ARE INSTALLING A BOARD IN SERVICE AND SALES SO THAT EVERYONE KNOWS EXACTLY WHERE EVERY CAR IS IN THE PROCESS. WE WILL ALSO BE USING TRELLO IT'S A PROGRAM THAT WILL TRACK EVERYTHING FROM THE MINUTE CAR IS INPUT AND CAN BE ADDED AS APP ON PHONE SO WE ARE ALWAYS CONNECTED. WE WILL ALSO DISCUSS EVERY MORNING DURING SAVE A DEAL AND MANAGERS HUDDLE

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

FIRST PLANNING MEETING WAS WITH DEALER PRINCIPLE TO MAKE SURE HE WAS OK WITH INCREASED PAYROLL BY ADDING 4 TECHS AND 4 BAYS. SECOND MEETING WITH CONTROLLER TO MAKE SURE WE ARE SAME PAGE WITH MONEY. THIRD MEETING WITH SERVICE MANAGER AND USED CAR MANAGER TO BRING TO THEIR ATTENTION WHERE WE HAVE A FEW SHORTCOMINGS AND HOW SOME CHANGES TO THE PROCES AND DRASTICALLY CHANGE GROSS PROFIT AND THEIR INDIVIDUAL CHECK. FOURTH MEETING WITH ITH NEWLY ASSEMBLED CAR TECH TEAM AND TO JUST SHARE OUR EXCITEMENT AND ENTHUSIASM ABOUT THE FUTURE.

Sponsor Signature: _____