



HOMWORK ACTION PLAN

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

Name Christopher Peterson Class # N399
 Dealership Porsche of St. Paul Date 10/6/2022

Current Situation or Challenge to be Addressed:	Internal recon time to line.		
Current Performance Level (include specific measure):	Currently an 18 day average as reported by Rapid Recon software tool.		
Goal (what do you want to achieve?)	The goal is to have an 8 day average.		
Goal Performance Level (include specific measure)	Click or tap here to enter text.		
Goal Start Date:	10/17/2022	Goal End Date:	11/30/2022
First Check-in Date:	10/24/2022	Performance Objective:	T2L down to 15 days
Second Check-in Date:	10/31/2022	Performance Objective:	T2L down to 12
Third Check-in Date:	11/14/2022	Performance Objective:	T2L down to 10
Fourth Check-in Date:	11/30/2022	Performance Objective:	T2L down to 8
How does your goal align with the dealers' vision?	We are customer experience focused. In order to better the experience, cars should be cleaned, thru recon, and ready for purchase in a timely manner.		
What are the potential benefits of achieving your goal?	The major benefit would be more UC GP. This will speed up the turn, and reduce holding costs.		
What are the potential consequences if you don't achieve your goal?	Loss of business, slower turn, and less throughput for Fixed.		
Why is the goal	I have worked at stores where we have achieved a 3 day internal recon		

HOMEWORK ACTION PLAN

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

important to you?	time to line, and I know it is possible to accomplish.
Potential Obstacles	Service manager cooperation/"buy-in". Service department capacity restraints.
Potential Solutions	Adjust tech schedules to minimize lifts going idle during the week. Add an internal tech.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	With holding costs on UC units at \$85/day, we should be able to reduce the \$1530/unit holding cost/unit down to \$680/unit if we achieve an 8 day T2L, from the current 18 day T2L. This computes to roughly \$330K in additional UC gross if we average 28 UC sales per month.

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
All stakeholders have access to Rapid Recon	Rapid Recon desktop and mobile app.	Service Mgr, Parts Mgr, Internal writer, detail, Sales managers.	Accountability to movement if unit through recon process	Daily check. Morning and at day end.
Adjust schedules to reduce idled stalls.	Service manager needs to figure out new coverage logistics to maximize potential.	Service manager	More through-put. More efficiency. Faster T2L.	Mondays, weekly. 10/17 thru 11/28
Identify bottlenecks in the recon process	Use Rapid Recon to track days in step for any delays	UC Manager	Identification of reoccurring issues will lead to new strategies to resolve issues.	M, W, F, weekly. 10/17 thru 11/30
Outsource UC details for off-brand	Two or more outside detail services	Service manager	This will speed up T2L as we only have 1 detailer.	Check daily, 10/17-11/30

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

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.

I will have to somehow incentivize the service manger with a monthly bonus. If T2L is <10 \$500, if <8 \$750, if <5 \$1000. Or will have to penalize service with discounted shop rate determined by T2L. 5%, 10%, 15%, by same tiers above.

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

We have emphasized the importance of T2L and depreciation regularly over the past year during our weekly manager meetings. Our store is currently undergoing growing pains as we have doubled fixed ops plan almost every month. I have recently told the service manager that "practive time" is coming to an end. Now it's time to implement a plan.

Sponsor Signature: _____