



HOMEWORK ACTION PLAN

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

Name Nathan Murti Class # N399

Dealership Wolfe Chevrolet Date 10/1/2022

Current Situation or Challenge to be Addressed:	To implement a reconditioning process and procedure to cut recon times down.		
Current Performance Level (include specific measure):	Currentley we have no way to messure times to have vehciles front line. Estimatisation would be 15+ days.		
Goal (what do you want to achieve?)	Our immdiate goal would be to create a process and proceedure to measure recon times to be front line and ready within 72 hours from keys being received.		
Goal Performance Level (include specific measure)	Our goal is to take our estimated current average of 15+ days for recon to 72 hours for front line and ready.		
Goal Start Date:	10/10/2022	Goal End Date:	11/30/2022
First Check-in Date:	10/14/2022	Performance Objective:	Have process fully implemented
Second Check-in Date:	10/24/2022	Performance Objective:	10 Day Average
Third Check-in Date:	10/31/2022	Performance Objective:	5-8 Day Average
Fourth Check-in Date:	11/21/2022	Performance Objective:	3-5 Day Average
How does your goal align with the dealers' vision?	Our goals align with our dealers vision of having vehicles front line and ready within 72 hours and having vehicles pre-own certified.		
What are the potential benefits of achieving your goal?	Better used vehicle turns, higher sales dollars, more profitable less floor plan interest being paid.		
What are the potential consequences if you don't achieve your goal?	Aged inventory, Less profitable, more interest being paid due to floor plan, loosing sales in a high volume dealership avenue to competitors.		
Why is the goal important to you?	This goal is specifically important to me because I can personally be invloved with the success of implementing a process from recon times and proceedures.		
Potential Obstacles	Our biggest obstacles remain parts delays, process of implmentation of new recon procedure and buy-in from Sales Managers and Service Manager.		

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Potential Solutions	Work collectively for a common goal in helping the used car department become profitable by understanding the immediate need for a recon procedure to be put in place. Set meeting with Sales Manager and Service Manager to discuss a path forward. Hire an internal Service advisor to champion this task.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	More used car deals a month. Currently our Used Car department has been not profitable sales dollars increase would be into the positive 15,000 to 25,000 dollars to gross.

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
Review all trades from day before	Review e-file cabinet log and deals	Mike Redmond	Discussion with all Sales manager of new stock and put into action asap for recon.	October 10, 2022 Start November 15, 2022 End Checkpoints every 2-3 days
Internal Detail to be added	Transform 2 undercoating bay's to detail bays	Nathan Murti	Faster turnaround for detail to be completed	October 15 start November 30 End Check in weekly
Daily Review of in-status Report	White Board & Efile Log	Mike / Kieth	To have a live day-to-day update on where units are along the process of recon	October 10, Start November 30 End Check point once a week
Full implementation of RECON Process	E-file cabinet to be fully used with commitment of all sales manager and internal advisor and service manager to be involved daily	Mike, Nathan, Kristi Amica, Darryl, Keith	For a system to be put in place for faster recon turn around times and to know live updates of vehicles.	October 15 Start November 30 End WEEKLY CHECK IN
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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.

Keeping Reconditioning Procedure & Ageing Process at top of mind will generate huge gross increases across the board. We will keep this new behaviour intact by making the sales managers payplan reflected on keeping on track and following newly implemented processes. The buy-in from staff will come gradully with seeing immediate results.

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

We currentley have daily \$ales meeting's and monthly general meetings we will insure that a consistant review is had in all meetings regarding the newly implemented Recon process.

Sponsor Signature: _____

