



HOMEWORK ACTION PLAN

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

Name LOVELL LAGO Class # Wednesday Night Group
 Dealership TERRY ORTYNSKY'S ROYAL FORD Date 10/24/2022

Current Situation or Challenge to be Addressed:	DAYS TO LOT		
Current Performance Level (include specific measure):	10-15 DAYS		
Goal (what do you want to achieve?)	5 DAYS UNDER		
Goal Performance Level (include specific measure)	Improving "days to lot" will increase current turns from 9.7 to 12. Potential variance increase to the used car department.		
Goal Start Date:	11/1/2022	Goal End Date:	2/28/2023
First Check-in Date:	11/30/2022	Performance Objective:	10 DAYS
Second Check-in Date:	1/2/2023	Performance Objective:	7 DAYS
Third Check-in Date:	2/1/2023	Performance Objective:	5 DAYS
Fourth Check-in Date:	2/28/2023	Performance Objective:	5 DAYS OR UNDER
How does your goal align with the dealers' vision?	Current vision--> "One Team" within departments and between different departments coming together to be more efficient in day to day processes		
What are the potential benefits of achieving your goal?	*Increase turns will improve the bottom line of the used car department. *Based on moving units quicker, this will allow used car department to buy more inventory.		
What are the potential consequences if you don't achieve your goal?	Lost revenues VS Potential Turns Increase		
Why is the goal	Boarding cost is very significant at the store as SM. Measuring the GROI		

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important to you?	and the Turns is very vital for profitability of the dealership.
Potential Obstacles	Limited trained/experienced technicians to perform and complete all types of reconditioning.
Potential Solutions	Train more technicians and possibly create a team dedicated for recondition vehicle.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Based on turn Analysis, reducing days to lot will help increase annual retail used said by 50 units, which would total to \$428818 in gross profit.

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
Day1 Full Detail	N/A	John Dyck - Detail Manager	Reduce time in recon and waiting for parts	Starts: Nov 1, 2022 End: Feb. 28, 2023
Stock common parts and windshields for common sold vehicles	N/A	John Paul Hester - Parts Manager	Reduce days to lot by 1 to 2 days waiting	Starts: Nov. 1, 2022 Ends: Dec. 24, 2022
Visual flow chart- Service, Parts, Body Shop and Detail	Lean Management	All Department Managers	Daily monitor of where trades are at the process	Starts: Nov 1, 2022 Ends: Dec. 24, 2022
Daily hudles with Department Managers	N/A	All Department Managers	Better communication and updates with each departments working together as ONE TEAM.	Starts: Nov 1, 2022 Ends: Feb. 28, 2023

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Train existing non-certified Ford Technicians	Ford Canada Technician Training	Bruce Thompson - Service Manager	Reduce idle time when trained technicians are busy	Starts: Nov 1, 2022 Ends: Feb. 28, 2023
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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.

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.

Once the process above are implemented by Feb 28th, we will penalize the Service department 10% of a bill per day for any vehicle that goes past the 5 day "days to lot" goal that has been set.

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

We meet daily with all the department managers to discuss daily activities, customers issues etc. This SMART goal will be no different, as one of the first implementations will be to create a VISUAL FLOW board in order to visually keep track or monitor the recon units. With this plan we will help reduce our days to lot GOAL.

Sponsor Signature: _____