

ACTION PLAN 1

- What is your goal?
 - Take our pre-owned inventory UCI and turn it from 6 days to 3 days.
 - A faster turnaround from when the vehicle hits our lot to the time the vehicle is available for sale.
- From What Metric- To What Metric?
 - 6 Day Turn around to 3 Day Turn around.
 - By what date?
 - January 1, 2023.

→ Bottom Line: Benefits of Achieving Your Goal.

- ◆ More days on the lot for sale against our hard 60-day turn.
- ◆ Turn Used Vehicle inventory more times during a year = More Revenue/Year
- ◆ Keeping Technicians Busy
- ◆ More vehicles are available for sale quicker.
- ◆ Pre-order parts in order to keep stress off of the parts department to get parts ready for service to complete UCI & creates continuous revenue coming in.

→ Bottom Line: Consequences of Not Achieving Your Goal?

- ◆ Vehicles aging to 60 Days quicker = more wholesale loss.
- ◆ Technicians being backed up with UCI
- ◆ Used Vehicle Inventory turning fewer times per year.
- ◆ Missed opportunities to sell.
- ◆ Less Vehicle exposure.
- ◆ The parts department gets frustrated because Service needs parts to finish UCIs because of backorders.
- ◆ Fewer vehicles are purchased because the shop is backed up

→ When will you start?

- ◆ November 1st, 2022

→ How will you gauge your progress? When? Using which metrics?

- ◆ By tracking each and every vehicle from its arrival at our dealership to the point it is ready to sell. We will use our UCI report- which we log every day from the time of write-up to the point the UCI is closed.

→ **What specific actions will you take to achieve your goal? Who can help you?**

- ◆ My goal is to take our used vehicle inventory UCI process from a 6-day turnaround to a 3-day turnaround. By taking the inventory from 6 days to 3 days the pre-owned inventory will be available for sale quicker against our hard 60-day turn, available to the customer sooner for a test drive, and more views on our websites. I will hire 2-3 more technicians and these technicians will work on an overnight crew. Vehicles that are not finished during normal business hours will in turn be completed by the night shift. We will also pre-order parts that we need for every UCI that we know is an incoming unit- such as an auction unit. Typically an auction unit cant take 2-7 days to be delivered. We will pre-order Air Filters, Cabin Filters, Oil Filters, Oil, and Wiper Blades before the unit arrives. This way, as soon as the unit arrives the work is ready to begin that day and we will not have to stress about parts being on backorder for too long. This also expedites the vehicle to completion. We will have the UCI turnaround time down from 6-Days to 3-Day by January 1st, 2023. My Service Director, Parts Manager, and Technicians will help make this process possible!

→ **Potential Challenges?**

- ◆ Hiring 2-3 technicians.
- ◆ Parts are on backorder

● **Potential Solutions?**

- Getting Technicians from Tyler's Technician Programs.
- Ordering parts outside of our normal network.