



## HOMEWORK ACTION PLAN

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

Name DANIEL YOUNGBLOOD Class # N404

Dealership BILL PENNEY CDJR Date 2/6/2023

Current Situation or Challenge to be Addressed:	72 HOUR PROCESS THRU THE SHOP		
Current Performance Level (include specific measure):	CURRENTLY AT 7-10 DAYS		
Goal (what do you want to achieve?)	TRUE 72 HOUR PROCESS THRU SERVICE AND IN DETAIL		
Goal Performance Level (include specific measure)	72 HOUR TURN THRU SERVICE IN THE NEXT 60 DAYS		
Goal Start Date:	3/1/2023	Goal End Date:	4/30/2023
First Check-in Date:	3/15/2023	Performance Objective:	TO HAVE PROCESS IN PLACE AND A PLAN
Second Check-in Date:	3/31/2023	Performance Objective:	TO HAVE PROGRESS DOWN TO 5 DAY TURN
Third Check-in Date:	4/15/2023	Performance Objective:	TO BE ON 4 DAY TURN THRU SHOP
Fourth Check-in Date:	4/30/2023	Performance Objective:	TO BE AT TRUE 3 DAY 72 HOUR TURN THRU SERVICE
How does your goal align with the dealers' vision?	PERFECTLY THIS IS THE PROCESS AT ALL OF OUR OTHER LOCATIONS		
What are the potential benefits of achieving your goal?	VEHICLES WILL HIT THE LOT AND WEBSITE FASTER WITH QUICKER PHOTOS TO START MERCHANDISING		
What are the potential consequences if you don't achieve your goal?	LOSING GROSS BOTH RETAIL AND WHOLESALE IF WE DO NOT GET THEM THRU SERVICE FASTER TO HAVE OPPORTUNITY TO RETAIL		
Why is the goal important to you?	I WANT TO CONTINUE TO GROW MY USED VEHICLE DEPARTMENT AND I KNOW THIS SLOW PROCESS THRU SERVICE IS COSTING US GROSS		



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Potential Obstacles	NOT ENOUGH LIFTS OR TECHS AND NOT ENOUGH SPACE IN THE SHOP
Potential Solutions	ADDING ON TO THE SERVICE DEPARTMENT AND USING EXTRA LIFTS AND MY SISTER STORE ACROSS THE ROAD WHEN NEEDED
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	I BELIEVE IN GETTING THE USED CARS ON THE LOT FASTER IT WILL HELP ME TO SELL AN ADDITIONAL 10-15 VEHICLES A MONTH AT AN AVERAGE 3000 A COPY IT WOULD BR 45000 A MONTH IN GROSS PLUS DOC FEES AND PACKS WHICH IS ANOTHER 30000 A MONTH ON 15 EXTRA UNITS

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
START PROCESS AND TRACK USED ROS THRU SERVICE DAILY	DETAILED LIST ON SPREADSHEET TO TRACK EVERY TRADE AND PURCHASE	USED CAR MANAGER DONALD SERVICE MANAGER DAVID	HAVE BETTER COMMUNICATION AND PROCESSES IN PLACE TO TRACK	3/1/2023 START AND CHECK WEEKLY MOVING FORWARD
HIRE 2 MORE TECHS FOR USED CAR SERVICES	2/15/2023	SERVICE MANAGER DAVID	HIRED AND TRAINED BY THE END OF FEBUARY	2/15/2023 HIRED BY 3/1/2023
HAVE AN ASSIGNED LIFT JUST FOR UCIS	ONE AVAILABLE LIFT	DAVID SERVICE MANAGER	FASTER UCIS WITHOUT USING LIFT FOR CUSTOMERS	3-1-2023 THRU 4-30-2023
ADD ON TO THE SHOP	APPROVED FUNDS AND BUILDING SPACE	OWNER GM AND DAVID SERVICE MANAGER	LARGER WORK AREA AND MORE LIFTS FOR THE MUCH NEEDED ROOM	3/1/2023 THRY 9/1/2023
ADD DETAIL BAY TO NEW SERVICE DEPARTMENT	SHOP SPACE	DETAIL MANAGER TRISTAIN AND SERVICE MANAGER DAVID	GET VEHICLES DETAILED FASTER ONCE SERVICED	3/1/2023 THRU 12/1/2023
KEEP THIS PROCESS IN PLACE MOVING	COMMUNICATION BETWEEN DETAIL MANAGER AND	DAVID TRISTAIN AND GM DANNY	SMOOTH MAINTANABLE PROCESS THAT IS THE	BY 12/31/2023 NEWSHOP AND



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FORWARD 72 HOUR TURN	SERVICE MANAGER AND GM		NORM NOT THE EXCEPTION	DETAIL NO EXCEPTIONS
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.

CONTINUE TO MONITOR THE PROCESS THAT IS THE RULE AND ONLY PROCESS MOVING FORWARD, FINE THE SERVICE MANAGER FOR UCI VEHICLES THAT DO NOT GET THRU SERVICE IN 72 HOURS

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

MEET ONCE A WEEK WITH DEATIL MANAGER AND SERVICE MANAGER TO SHOW THEM PROGRESS AND ANY ISSUES FROM US CONTINUING TO MOVE FORWARD

Sponsor Signature: