

ACTION PLAN 1

S Specific
 M Measurable
 A Achievable
 R Relevant
 T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

MY GOAL IS TO BE ABOVE MARKET BENCH IN CSI AND ALSO BE NUMBER 1 FOR THE REGION.
 OUR MARKET CSI IS 87% AND TO THE NUMBER 1 WE NEED TO BE OVER 95%.MY AIM IS TO BE THERE BY APRIL 1ST 2023.

BOTTOM LINE: Benefits of Achieving Your Goal

REPEAT BUSINESS RESULTING IN HIGHER PROFITS.
 CUSTOMER SATISFACTION.
 GOOD STANDING WITH OEM.

Consequences of Not Achieving Your Goal

FINANCIAL PENALTIES
 LOSS OF REPEAT BUSINESS.
 LOSS OF ALLOCATION FROM OEM.

When will you start? 02-15-2023

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

USING VOLVO CSI TOOL MEDALLIA ON A DAILY BASIS.MONITRING THE ROLLING BENCHMARK CSI SCORE AND NUMBER 1 CSI SCORE.



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

EVERY CLIENT WILL BE INTRODUCED TO A MANAGER AND ASKED ABOUT THEIR EXPERIENCE THEY HAVE HAD AT THE DEALERSHIP AND ASK IF THEY HAVE ANY CONCERN THAT WE NEED TO ADDRESS. DO FOLLOW UP CALLS AFTER DELIVERY TO MAKE SURE THE CUSTOMER IS HAPPY.

Potential Challenges?

ISSUES WITH THE CAR BREAKING AFTER DELIVERY.
FEATURES OF THE CARS NOT WORKING PROPERLY.

Potential Solutions?

BY DOING FOLLOW UP CALLS WE CAN FIND OUT ANY OF THE ISSUES THE CUSTOMER IS HAVING AND FIX IT BEFORE BECOMING A BIGGER PROBLEM.
HOLD EVERYONE ACCOUNTABLE TO DELIVER A GREAT EXPERIENCE.