



HOMEWORK ACTION PLAN

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

Name Karen Moon Class # V402

Dealership Mercedes Benz of Eugene Date 2/15/2023

Current Situation or Challenge to be Addressed:	Securing long term employees with a clear career path		
Current Performance Level (include specific measure):	Annual Turnover is currently at 50%		
Goal (what do you want to achieve?)	Reduce annual turnover to 25%		
Goal Performance Level (include specific measure)	December 31st turnover ratio at 25%		
Goal Start Date:	1/1/2023	Goal End Date:	12/31/2023
First Check-in Date:	3/31/2023	Performance Objective:	2 or less employees left
Second Check-in Date:	6/30/2023	Performance Objective:	2 or less employees left
Third Check-in Date:	9/30/2023	Performance Objective:	2 or less employees left
Fourth Check-in Date:	12/31/2023	Performance Objective:	4 or less employees left for 10 total annual
How does your goal align with the dealers' vision?	Our vision is to serve our clients and community by employing the best of the best		
What are the potential benefits of achieving your goal?	Repeat customers, referrals and more car sales		
What are the potential consequences if you don't achieve your goal?	Clients lose confidence in dealers with a high turnover in sales and in service which results in less business and ultimately less Gross profit		
Why is the goal important to you?	I am proud of the dealership I work for and the commitment to the community and our clients and want to continue to do business the way my General Manager has for 25 years		
Potential Obstacles	Securing long term employees with the same goals		
Potential Solutions	Create a better career path and onboarding process		



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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
see possible career paths available in the store	the employee to want to work here and to advance instead of leaving to pursue other opportunities			September 30th 2023 December 31st, 2023
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.
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 I have all the career paths created, I will get all hiring managers on board with the process of hiring for long term not filling a spot that is empty. We have recently had a situation that this applies to with a lot attendant who was unhappy and his attitude was suffering. He was given a chance to move in to a lube tech position and is thriving. This not only helps him to feel valued but it most certainly kept him here instead of having 2 empty positions, we only have 1.

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

Once all career paths are created, we will have a manager meeting to go over the implementation of the new process for hiring and onboarding. Currently we have the tech path created and will be working on the other career paths next.

Sponsor Signature: _____

