



HOMEWORK ACTION PLAN

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

Name Nick Oeser Class # N408-15

Dealership D'Arcy Chevrolet Date 2/20/2023

| | | | |
|---|---|------------------------|---|
| Current Situation or Challenge to be Addressed: | Implementing a written appraisal process. | | |
| Current Performance Level (include specific measure): | Currently, we use vAuto and that is about it. There isn't a consistent process everytime. | | |
| Goal (what do you want to achieve?) | Consistency throughout the appraisal process for team members but also for customers as well. | | |
| Goal Performance Level (include specific measure) | 100% consistency | | |
| Goal Start Date: | 3/1/2023 | Goal End Date: | 5/1/2023 |
| First Check-in Date: | 3/15/2023 | Performance Objective: | Engagement |
| Second Check-in Date: | 3/30/2023 | Performance Objective: | Results from best utilization |
| Third Check-in Date: | 4/15/2023 | Performance Objective: | Discuss results |
| Fourth Check-in Date: | 4/30/2023 | Performance Objective: | Complete buy in knowing this is apart of every appraisal. |
| How does your goal align with the dealers' vision? | He is open to this suggestion. | | |
| What are the potential benefits of achieving your goal? | Easier onboarding for new hires or promoting from within. | | |
| What are the potential consequences if you don't achieve your goal? | Appraisals will continue to be done inconsistently | | |
| Why is the goal important to you? | Sends a clear message to our team how we operate. | | |
| Potential Obstacles | Management not adhering to the process | | |
| Potential Solutions | .Make them do it!! | | |



HOMEWORK ACTION PLAN

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

| | |
|--|---|
| BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars) | Bottom line is by having a written appraisal process along with ACCU-Trade and VAuto we are positioning ourselves to always have an exit strategy. Whether we retail or wholesale it. |
|--|---|

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 |
|---|---|---|---|---|
| Brainstorm an appraisal process | N/A | Nick, Nick, Luke & Mike | Come up with a process. | 03/01/2023 03/15/2023 |
| Map out the steps. | Agreement from the Mgmt. team | Used Car Manager | Buy in and understanding the why. | 03/15/2023 03/31/2023 |
| Implementing new appraisal process. | New appraisal form | Every team member | Every appraisal sees the same process. | 04/01/2023 04/15/2023 |
| Measuring results | Previous appraisal process. | General Manager | Tracked in sales log | 04/15/2023 04/30/2023 |
| 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.

Making it condition of employment plain and simple.



HOMWORK ACTION PLAN

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

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

Getting Mgmt together for a meeting to brainstorm a written process.

Sponsor Signature: 