



## HOMEWORK ACTION PLAN

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

Name	Matt Griffith	Class	#	403
Dealership	LaFontaine Volvo	Date		3/24/2023

Current Situation or Challenge to be Addressed:	Get Service CSI above 90%		
Current Performance Level (include specific measure):	We are currently hoovering below 80% one of the lowest in the country		
Goal (what do you want to achieve?):	Get above 90% by 9/1/23		
Goal Performance Level (include specific measure)	We have 5 months to get the ship back in line		
Goal Start Date:	3/24/2023	Goal End Date:	9/1/2023
First Check-in Date:	4/30/2023	Performance Objective:	Be green in April
Second Check-in Date:	5/31/2023	Performance Objective:	Green in may
Third Check-in Date:	6/30/2023	Performance Objective:	Green in june
Fourth Check-in Date:	7/31/2023	Performance Objective:	Green in July
How does your goal align with the dealers' vision?	It is the only thing tht matters		
What are the potential benefits of achieving your goal?	More luxury dealership opportunity		
What are the potential consequences if you don't achieve your goal?	Lose our current customers and miss out on conquest		
Why is the goal important to you?	I got into this business to make people happy and service is missing the mark		

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Potential Obstacles	Buy in from techs and advisors
Potential Solutions	We hired a new manager
<b>BOTTOM LINE!</b> Financial Impact of Achieving Your Goal (expressed in dollars)	Increase service throughput 100 RO's a month resulting in 432k in more gross

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 New Service manager 4/1	Already in place	Gm/Service Manager	Change the culture	Every month
Use Smart VMA	Advisor buy in	Service manger / advisors/ gm	More transparent	May 31st
100 % video NPI	Tech buy in	Service manager	CSI jump	May 31st
Service manager dispatch	Techs do not run the shop	Service manager and gm	Better shop flow less wait time	April 1st
Expand joe	certs	SM and GM	Deversity in the shop	Aug 31st
Make tyler shop foreman	Everyones buy in	Paul / Joy / matt	Regain control	Sep 1st
Expand the hub	Move max and promote travis	Paul / joy / matt	More efficent	July 1st

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.

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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.

Shop meeting dicussing results weekly

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

Meeting to discuss results and process weekly

Sponsor Signature: \_\_\_\_\_