



HOMWORK ACTION PLAN

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

Name SERGIO J. ROSAS Class # Click or tap here to enter text.

Dealership NEW CENTURY VOLKSWAGEN Date 2/27/2023

Current Situation or Challenge to be Addressed:	IMPROVING OUR NPS (CSI).		
Current Performance Level (include specific measure):	50%		
Goal (what do you want to achieve?)	80%		
Goal Performance Level (include specific measure)	NPT		
Goal Start Date:	2/27/2023	Goal End Date:	6/1/2023
First Check-in Date:	3/25/2023	Performance Objective:	TO BE MINIMUM AT 65% NPT CURRENTLY AT 82% (03/29/2023)
Second Check-in Date:	4/25/2023	Performance Objective:	TO BE MINIMUM AT 75% NPT
Third Check-in Date:	5/25/2023	Performance Objective:	TO BE MINIMUM AT 85% NPT
Fourth Check-in Date:	6/1/2023	Performance Objective:	TO FINISH ABOVE 90% NPT
How does your goal align with the dealers' vision?	WITH A HIGHER NPS, COMES HIGHER RETENTION, CSI, AND SALES.		
What are the potential benefits of achieving your goal?	MORE BUSINESS IN TERMS OF SERVICE AND SALES		
What are the potential consequences if you don't achieve your	LOSS OF SALES. BAD REPUTATION AMONG OUR AREA.		

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goal?	
Why is the goal important to you?	TO KNOW THAT I MANAGE A STORE WITH HIGH CUSTOMER SERVICE WOULD BE FULLFILLING.
Potential Obstacles	LACK OF CERTAIN MODELS WILL REQUIRE CLIENTS TO SETTLE FOR OTHER MODELS. HIGHER PAYMENTS COMPARED TO YEARS PRIOR (LEASES).
Potential Solutions	EXPLAIN THE REASON FOR LACK OF MODELS AND WHY PAYMENTS HAVE INCREASED FOR LEASES.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	WITH HIGHER NPS WE CAN HOPEFULLY INCREASE OUR UNITS BY 20-50 CARS (\$50,000-\$125,000)

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
HAVE MANAGER STEP IN EARLY	N/A	SALES PERSON	HIGHER CUSTOMER SERVICE	START: 03/01 CHECKPOINTS: WEEKLY END: INDEFINATLY
HAVING SALES INTRO TO SERVICE BEFORE LEAVING	SERVICE AND SALES ADVISOR	SALES PERSON AND SALES MANAGER	CLIENT WILL HAVE A STRESS FREE EXPERIENCE WHEN SCHEDULING SERVICE	START: 03/01/2023 CHECKPOINTS: DAILY END: INDEFINATELY
EXIT INTERVIEW	CLIENT	SALES MANAGER	QUALITY CONTROL	START 03/01/2023 CHECKPOINT: WEEKLY

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
				END: INDEFINATELY
NEXT DAY FOLLOW UP PHONE CALL	VINSOLUTIONS	SALES PERSON	KNOWING IF THERE ARE ANY ISSUES BEFORE THE SURVEY	03/01/2023 CHECK: WEEKLY END: INDEFINATELY
NEEDS ASSESSMENT IMPROVEMENT	SALES, VWHUB	SALES PERSON	CLIENT WILL HAVE THE VEHICLE THEY WANT, NOT FORCED BECAUSE OF INVENTORY.	START: 03/01 CHECK: DAILY, EVERY DEAL END: INDEFINATELY
A THOROUGH SALES DELIVERY	VWHUB	SALES PERSON	CLIENT WILL BE BETTER EDUCATED ON THEIR VEHICLE, HIGHER CUSTOMER RATING.	START: 03/01 CHECK: WEEKLY END: 06/01
WEEKLY SALES PERSON TRAINING	VWHUB	SALES MANAGEMENT	BETTER TRAINED SALES PEOPLE.	START: 03/01/2023 CHECK: MONTHLY END: INDEFINATELY

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.

MAINTAIN AND INSPECT WHAT MANAGEMENT NEEDS ARE ON A DAILY BASIS. THIS WILL ENSURE NEW PROCESS'S WILL BE DONE.



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

WEEKLY MEETING TO ENSURE OUR GOALS ARE BEING KEPT. ALSO AWARDS SALES PEOPLE TO KEEP THEM MOTIVATED TO ACHIEVE DEALERSHIP GOALS.

Sponsor Signature: _____