



## HOMEWORK ACTION PLAN

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

Name <u>Jacob Fratzke</u>	Class # <u>N408-20</u>
Dealership <u>Subaru of Rochester</u>	Date <u>3/28/2023</u>

Current Situation or Challenge to be Addressed:	Getting our used vehicles through service and tracking where the used vehicles are in the process.		
Current Performance Level (include specific measure):	There is currently no way to track how long it is taking our vehicles to get through service.		
Goal (what do you want to achieve?):	My goal is to implement ReconTrac which will allow both fixed and variable to track where are used cars in the process		
Goal Performance Level (include specific measure)	By 5/1/2023, my goal is to have all fixed and variable staff to be trained in ReconTrac and have full reporting of our used inventory in every bucket.		
Goal Start Date:	5/1/2023	Goal End Date:	Use Dropdown to enter a date.
First Check-in Date:	4/15/2023	Performance Objective:	Training with ReconTrac Scheduled.
Second Check-in Date:	5/15/2023	Performance Objective:	Monthly Meeting Check In
Third Check-in Date:	6/15/2023	Performance Objective:	Monthly Meeting Check In
Fourth Check-in Date:	7/15/2023	Performance Objective:	Monthly Meeting Check In
How does your goal align with the dealers' vision?	Being able to track our used cars allows our Variable team to be efficient and transparent with our guests which gives the extraordinary experience we strive to give.		
What are the potential benefits of achieving your goal?	Ensuring that our vehicles get through service and being able to track where the vehicles are in the process will allow us to move our inventory quicker and allow us to give our customers a better buying experience with our used inventory.		
What are the potential consequences if you	No consequences can come out of this as we are implementing a new system to track our vehicles through service.		

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don't achieve your goal?	
Why is the goal important to you?	Being able to track where the vehicles are in the process will allow me to hold our teams accountable which will allow me to have easier conversations.
Potential Obstacles	Pushback from techs and service manager.
Potential Solutions	Pushback and resistance will come, showing them the benefit will deflect it alone once we get them dialed in.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Estimating 10-15k in extra GP a month from quicker turn and less holding costs. With that you will see an uptick in variable as it will be a more organized process.

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
Training with Rep	Tablets	Me, Service Manager, Sales Manager, Techs	Access and walkthroughs	4/17.
Mock Runs with Vehicles	Tablets, vehicle info	Service Manager, Parts Manager, Techs, Sales Manager	Ability to go through ReconTrac alone	4/24
Live Launch	Tablets	Service Manager, Parts Manager, Techs, Sales Manager	Efficient Use	5/1
Follow up	tablets	Service Manager, Parts Manager, Techs, Sales Manager	Any issues?	5/15

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SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECKPOINT DATES
Follow up	tablets	Service Manager, Parts Manager, Techs, Sales Manager	Used cars are all being tracked completely.	6/1
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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.

Weekly meetings with Fixed and Variable teams to ensure we are utilizing and touching on issues to ensure everyone is dialed in with using ReconTrac.

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

Training is scheduled on 4/15 with our ReconTrac Rep. After this training is complete, we will be holding a meeting with our variable and fixed departments to get everyone on the same page with expectations.

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