



## HOMEWORK ACTION PLAN

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

you?	are here to make a profit so this is the one department we aren't and we need to fix it.
<b>Potential Obstacles</b>	Customers wanting more than what we want to give them for their vehicles.
<b>Potential Solutions</b>	Service drives are a great opportunity to obtain used vehicles.
<b>BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)</b>	Our goal is to be out of the negatives and begin to make a profit in the used car department.

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
Service drive appraisal	Service writers, service managers. Salesman	Sales managers	More service buys	Start May 1st. check every week. finish august 30th.
Spiffing service advisors for referring service customers who sell or trade in vehicles.	Service advisors	Service advisors	Getting more service appraisal referrals.	Start May 1st. spiffs to be turned in daily for service drive referrals.
Spiffing salesman for buying cars.	Salesman and sales managers	Sales managers.	Salesmen getting more street buys.	May 1st spiffs turned in for every street buy.
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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.

Continue evaluating how many cars we are buying through service appraisals and street buys.

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

We have a manager meeting every Tuesday about how our numbers are and we can announce this to them during those meetings.

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