



HOMEWORK ACTION PLAN

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

Name <u>Cecil Hebert and Jason Laguna</u>	Class # <u>N411</u>
Dealership <u>Toyota Cedar Park</u>	Date <u>5/30/2023</u>

Current Situation or Challenge to be Addressed:	To long of a Recon Turn Rate		
Current Performance Level (include specific measure):	5 Day Recon Turn Rate Average		
Goal (what do you want to achieve?):	3 Day Recon Turn Rate Average		
Goal Performance Level (include specific measure)	Complete an additional 237 units through Recon Shop a month, for a total average of 737 Reconed a month.		
Goal Start Date:	5/1/2023	Goal End Date:	6/30/2023
First Check-in Date:	5/15/2023	Performance Objective:	4.5 Day Turn
Second Check-in Date:	5/31/2023	Performance Objective:	4.0 Day Turn
Third Check-in Date:	6/15/2023	Performance Objective:	3.5 Day Turn
Fourth Check-in Date:	6/30/2023	Performance Objective:	3.0 Day Turn
How does your goal align with the dealers' vision?	It aligns with dealer vision in that we want to have 750 used units in inventory ready to sale every month		
What are the potential benefits of achieving your goal?	More Used Car profitability and more net profit for the store		
What are the potential consequences if you don't achieve your goal?	Net Profit remains the same and our Used Car Operation remains not profitable		
Why is the goal important to you?	Currently our Used Car Department is not profitable, the break even point for that department is \$2,000,000 and needs the additional units to sale		

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	to attain that number
Potential Obstacles	Staffing level and efficiencies in all facets of the Recon Process
Potential Solutions	We have already started doing evening used car evaluations to save time on quotes during the day. Promoting advanced level technicians to Recon Techs.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	By adding additional 237 units to inventory to sale at a 85% sales ratio that would be an added 202 units sold during a month. This would add \$804,000 gross profit a month. That number at a 20% net to gross would be \$161,000 additional net a month. All that together would potentially equal \$1,932,000 added net annually

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 Night Used Car Recon Process	Added Personnel	PJ Shelly, Joey Blackmon	Adding two more techs	Start 5/1 Checkpoint 5/15 and 5/30
Parts Staff here earlier to handle more quote rush in the AM	Current parts staff	Henry Escamillia and Leonard Ramos	Have quotes on the UC Directors email when they arrive every morning	Start 5/1 Checkpoint 5/15 and 5/30
Start using a software like I Recon to track any bottle necks in our current process	Approval by Dealer Principle and GM	Joey Blackmon and Madi Hess	More efficiency by removing process road blocks	Start 6/1 Checkpoint 6/15 and 6/30
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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.

Daily tracking and measurments of all process involved, we look forward to even adjusting our goals to a less than 3 day turn at some point

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

Meet with UC Director, Internal Service Director, Gm, Fixed Ops Director. We already met on 5/1 and have started the process and are already down to a 4 day turn average. Yahoo!!!!

Sponsor Signature: _____