



HOMWORK ACTION PLAN

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

Name Jeff Pauley Class # N412
 Dealership Burlington Hyundai Date 5/4/2023

Current Situation or Challenge to be Addressed:	Increase UC turn rate		
Current Performance Level (include specific measure):	4 turns		
Goal (what do you want to achieve?)	Higher performing UC Dept		
Goal Performance Level (include specific measure)	12 turns		
Goal Start Date:	7/1/2023	Goal End Date:	12/31/2023
First Check-in Date:	8/31/2023	Performance Objective:	6 turn rate
Second Check-in Date:	10/31/2023	Performance Objective:	8 turn rate
Third Check-in Date:	12/31/2023	Performance Objective:	10 turn rate
Fourth Check-in Date:	2/28/2024	Performance Objective:	12 turn rate
How does your goal align with the dealers' vision?	DP understands UC dept is a big area of opportunity		
What are the potential benefits of achieving your goal?	Increase profitability of UC dept		
What are the potential consequences if you don't achieve your goal?	Underperforming UC dept with poor inventory mix, lost revenue, lost clients		
Why is the goal important to you?	The UC dept is our lowest performing dept currently		

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Potential Obstacles	Old school UC manager who likes to have big wholesale profits. Time to front line too long.
Potential Solutions	Align UC mgr with vision for UC dept, encourage to think like an inventory, adjust pay plan if necessary. Clean and photo vehicles before going into recon. Designate one internal advisor and bonus them based on days to front line.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	When we achieve 12 UC inventory turns we will realize an additional \$1,181,832 dollars in Gross Profit

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
Designate internal advisor	Utilize a current advisor	Service Mgr	Great focus and awareness of recon throughput	7/1/23
Refocus UC mgr from gross to GROI	UC MGR, new payplan	GM, UC mgr	Better, faster moving inventory	7/1/23
Clean and photo UC before recon	Photographer, detail dept	Photographer, UC mgr, Svc mgr, GM	Images up day 1-2, quicker turn of UC	7/1/2023
Hire additional UC tech	Tech	GM, Svc Mgr	Quicker time to front line	7/1/2023
Weekly meetings w/GROI focus		GM, UC mgr, NC mgr, Svc Mgr	Quicker UC turns, better UC inventory	7/1/2023
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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.

We will track GROI and inventory turns and review weekly. Any negative trends will be investigated and rectified.

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

Discussed overall strategy shift with UC mgr to gain buy in, then discussed in managers meeting

Sponsor Signature: _____