



HOMEWORK ACTION PLAN

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

Name <u>Chris Pfister</u>	Class #	<u>048</u>
Dealership <u>Kriete truck center</u>	Date	<u>4/27/2023</u>

Current Situation or Challenge to be Addressed:	Improve reconditioning turn around time		
Current Performance Level (include specific measure):	3-4 week until retail ready		
Goal (what do you want to achieve?)	Turn around time to be in 10 days from check in by 6/30/2023		
Goal Performance Level (include specific measure)	The goal is to get the truck in the shop within 24 hours of the truck hitting the dealership		
Goal Start Date:	5/1/2023	Goal End Date:	6/30/2023
First Check-in Date:	5/8/2023	Performance Objective:	Process in place
Second Check-in Date:	5/15/2023	Performance Objective:	Training on process
Third Check-in Date:	5/22/2023	Performance Objective:	Monitor performance adjust and train as needed, trucks expected to be ready within 15days
Fourth Check-in Date:	6/30/2023	Performance Objective:	Retail ready in 10 days
How does your goal align with the dealers' vision?	The dealers goal is to increase used truck turns this directly helps		
What are the potential benefits of achieving your goal?	Getting the sale sooner and not paying floor plan and also not losing a sale		
What are the potential consequences if you don't achieve your goal?	Missing out on a sale, paying to much floor plan, market shift, truck losing value		

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Why is the goal important to you?	More profit for the dealer
Potential Obstacles	Parts being on backorder,unforseen repairs needed, communication between parts,service and used trucks
Potential Solutions	Using aftermarket parts, using Asist,in house detailer
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	Reduces risk of paying 6.56% monthly floor plan fees. This should increase turns which reduces risk of loss in a downward trending market.

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
Create process	Used truck director and used truck manager	Used truck,parts,service managers, service writers	Turning inventory faster	Start 5/1/2023
Intruduce process to all locations	Used truck manager	Used truck,parts,service managers, service writers	Get all locations	Checkpoint 5/8/2023
Train new process at all locations	Used truck managerand service manager	Service manager, technicians	Faster turns	Start 5/15/2023 checkpoint 5/22/2023 end 6/30/2023
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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.

Continue to analyze turns and process, by weekly turn evaluation

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

Weekly process meeting during implementation. Monthly results meetings after completion.

Sponsor Signature: _____