



HOMWORK ACTION PLAN

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

Name NAIRN MCKENNA Class # N413

Dealership VANCOUVER MITSUBISHI. Date 7/28/23

Current Situation or Challenge to be Addressed:	Inefficient and non-standardized trade appraisal and vehicle stock-in process		
Current Performance Level (include specific measure):	It doesn't exist.		
Goal (what do you want to achieve?)	I want to create a standardized trade appraisal and vehicle evaluation process that is consistent for all vehicles that come into our inventory. The process will be efficient accessible to all departments.		
Goal Performance Level (include specific measure)	Every individual in the dealership involved with evaluating a vehicle will be trained on and use the same documented process for evaluating a vehicle when it is purchased for or trade-in to the dealership.		
Goal Start Date:	06/15/2023	Goal End Date:	08/15/31
How does your goal align with the dealers' vision?	It aligns with my vision of having documented and standardizes processes and process manuals for all departments.		
What are the potential benefits of achieving your goal?	Trade appraisals and vehicle evaluations will all be documented and saved with images of the vehicle including all options, reconditioning images and estimates. It will allow my service and recon managers to immediately identify and take action without asking for approval for items to repair or recondition. It will allow my sales managers and I to view and price new inventory which we may not have seen. It will provide a time stamped vehicle evaluation that will help us to look back historically and also to identify and new lot damage.		

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What are the potential consequences if you don't achieve your goal?	We will continue with the same inefficient and inconsistent process.
Why is the goal important to you?	My showroom is not a purpose built dealership. My Service Department is located fifteen minutes away from the dealership and has no overflow parking. I also have three different holding lots so it's difficult to keep track of where inventory is. Currently my service and recon managers need to seek approval for reconditioning and service items and the process is very inefficient. Our time to the line is also very poor. By instituting this standardized process I will make my service and reconditioning much more efficient and I will free up these departments to plan and move forward with work without having to seek approvals.
Potential Obstacles	
Potential Solutions	.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	\$180,000 per year.

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
Acquire and receive training on Vauto.	Vauto	Nairn McKenna	Once I have assessed this new tool I will be able to establish how I can use it to refine this process.	01/06/23
Integrate our accutrade platform and ICO Centre with Vauto.	Accutrade Performance Manager and both applications	Nairn McKenna	We have been using Accutrade for several years in our buy centre. By integrating both processes we can	01/07/23

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			standardize how we acquire and evaluate all vehicles that come into inventory with the same process.	
Document the process in our process manual.	G-suite	Tim Van Dycke -Buy Centre Manager	We will need a reference point to roll the new process out with the team. Having a document that we can share between departments and locations will help us implement more efficiently.	01/08/23
Train the team.	N/A	Management team	We will refine and improve our teams performance and efficiency.	08/15/23
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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.

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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.

It will not be possible to request a cheque or acquire a vehicle through a buy-in or trade in without following the process.

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

We have had many conference calls and with our Accutrade Performance Manager and the V-Auto implementation team. We have also had a web meeting with our Vauto Performance Manager and the entire Variable Operations Management team and anyone involved in the Acquisition Team. Tim Van Dycke documented the process so that we could get buy-in from the Acquisition Team before launching the process. We made some refinements and are currently improving the documentation by adding images and video so that it's very easy to follow. We Will be rolling it out and implementing a training schedule next week.

Sponsor Signature: _____