



HOMWORK ACTION PLAN

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

Name Kyle Yokley Class # N414
 Dealership Bentley Chevrolet Date 8/4/2023

Current Situation or Challenge to be Addressed:	Our current Time to Lot is running over 5 days at our lowest volume store. This store has potential to shoot up from 7 inventory turns in used cars.		
Current Performance Level (include specific measure):	Current T2L from rapid recon is averaging 5-5.5 days		
Goal (what do you want to achieve?)	To achieve a higher turn rate (Over 10) to have a higher GROI		
Goal Performance Level (include specific measure)	Get T2L under 4 days		
Goal Start Date:	9/1/2023	Goal End Date:	11/1/2023
First Check-in Date:	9/15/2023	Performance Objective:	4.7 Max
Second Check-in Date:	9/30/2023	Performance Objective:	4.5 Max
Third Check-in Date:	10/15/2023	Performance Objective:	4.2 Max
Fourth Check-in Date:	11/1/2023	Performance Objective:	4.0 Max
How does your goal align with the dealers' vision?	Quicker T2L means our used cars are on the front line quicker, pictures online, and ready to sell for a quicker turn. Quicker turn is a key component to the dealers investment in inventory.		
What are the potential benefits of achieving your goal?	Potential benefit is dealer makes more money, higher morale in the shop, more department gross for sales, service, and parts.		
What are the potential consequences if you don't achieve your goal?	We stay where we are, complacency.		
Why is the goal	It's a department that has a ton of potential to impact the bottom line,		

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important to you?	and something that we can change process on to make a direct impact.
Potential Obstacles	Complacent attitudes of what we "can" do. Parts availability.
Potential Solutions	Reward a lower time to lot by compensating responsible parties, paying the tech a bonus rate on used cars, the UCM as well.
BOTTOM LINE! Financial Impact of Achieving Your Goal (expressed in dollars)	If we can get our time to lot under 3, this has potential to contribute to an increase in turns to 12, and an increase in gross profit for just the Used Car Department of \$14,000/month.

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
Make our current UC tech only take Used cars	Potentially another tech to take customer work.	Service Manager	A focus on used cars instead of cherry picking and distractions	9/1
Hire technician to help lost customer work	Referral reward, training an apprentice	Service Manager	Make sure we don't lost CP work.	9/15
Hire an internal advisor	Another office/desk	Service Manager/GM	Someone soley focused on Used cars and PDI's	9/20
Written process on reconditioning	Training material/videos.	Me/Service Manager/Used Car Manager, GM	A clear direction of what the process is	9/15
Daily Reporting from Rapid Recon	Rapid Recon Login	Used Car Manager	It stays on everyone's radar	9/1
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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.

A line in the sand at 5 days. If we get back over, we will make sure alarms go off. We will find where the breakdown is in the process by looking into rapid recon. Constant evaluation and safeguards is what will keep this fresh.

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

We like to get people in a room to make sure we are on the same page. So, we will assemble our relevant parties end of this month to discuss what will happen and ensure everyone is apart of the process.

Sponsor Signature: _____