



ACTION PLAN 1

- S Specific
- M Measurable
- A Achievable
- R Relevant
- T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

TO Achieve 85% Assoc. by 12/31.

BOTTOM LINE: Benefits of Achieving Your Goal

TOP OF MIND focus on GROSS PRODUCTION & EXPENSE CONTROL BALANCE

Consequences of Not Achieving Your Goal

LACK OF growth in GROSS, & growth of EXPENSES

When will you start?

RIGHT AWAY

How will you gauge your progress? When? Using which metrics?

SERVICE ABS CALCULATION

FIXED DEPARTMENTAL GROSS PROFIT / TOTAL EXPENSES

LESS SELLING EXPENSE NEW & USED

↳ SALES COMP, FLOOR PLAN, FRS COMP, ADVERTISING, DELIVERY EXP, SALES SUPERVISION COMP



What specific actions will you take to achieve your goal? Who can help you?

- REVIEW PAY PLANS TO ENSURE THEY ARE SET TO ENCOURAGE GROSS GROWTH
- DISCUSS DAILY OPERATIONS WITH FIXED PERSONNEL TO IDENTIFY OBSTACLES & ENFORCE PROPER PROCEDURES
- REVIEW EXPENSES WITH CONTROLLER & ACCTG TEAM, SET UP STRUCTURE TO ALLOW FIXED MGMT VISIBILITY & UNDERSTANDING OF EXPENSES

Potential Challenges?

Potential Solutions?

- ENTRENCHED EXPENSES
- LACK OF SUC APPOINTMENTS
- LACK OF FOCUS / KNOWLEDGE / UNDERSTANDING OF KEY METRICS TO DRIVE GROSS

- REVIEW / EVALUATE WITH CONTROLLER
- REVIEW SEC APPT SETTINGS
- REVIEW INFORMATION FLOW

- PARTS MATRIX ERROR
- LABOR MATRIX ERROR

- REVIEW WITH MGMT TEAM