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BUILD A BETTER RECON STRATEGY:

9 Ways to Get Cars to the Front-Line Faster

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Getting vehicles front-line ready and through reconditioning can be a cumbersome and difficult process to track. If you aren't precise with your process, each additional day that one of your used vehicles sits in service or waits on a vendor, you lose out on profit.

A healthy reconditioning process will efficiently move vehicles from service to front-line in a predictable, manageable, and transparent manner.

To determine if your current reconditioning process would benefit from a change, consider the following questions in this eBook.



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1

What are you using to track your reconditioning now?

Are you using manual solutions (like spreadsheets, whiteboards, etc.) to track your reconditioning process, or are you using software? It's important to consider the transferability of your tracking method, as well as its precision. Manual methods leave a lot of room for human error, whereas software can be available from nearly any space and easily taught to new vendors and dealership employees.

2

How long is it taking you to get your vehicles online?

The longer a vehicle sits in reconditioning, the more you spend on holding costs. Reconditioning is directly tied to your inventory management and merchandising—delays and inefficiencies in reconditioning prevent you from getting your vehicles seen by car shoppers.



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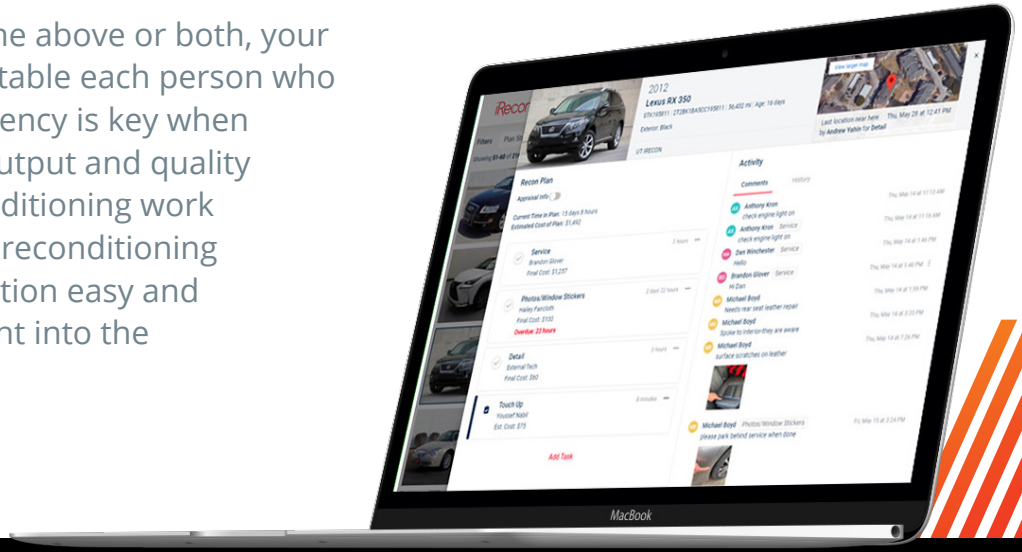
How long is it taking you to get your vehicles front-line ready?

If your current tracking method doesn't allow you to accurately identify the average duration of your reconditioning process, then you can't identify ways to improve it. A healthy reconditioning process should put the focus on opportunities for improvement.

4

Are you using internal services or are you using outsourced vendors?

Whether you use either of the above or both, your process should hold accountable each person who provides a service. Transparency is key when it comes to optimizing the output and quality of those who perform reconditioning work for your dealership. Using a reconditioning software makes communication easy and effective, and provides insight into the tasks being performed.



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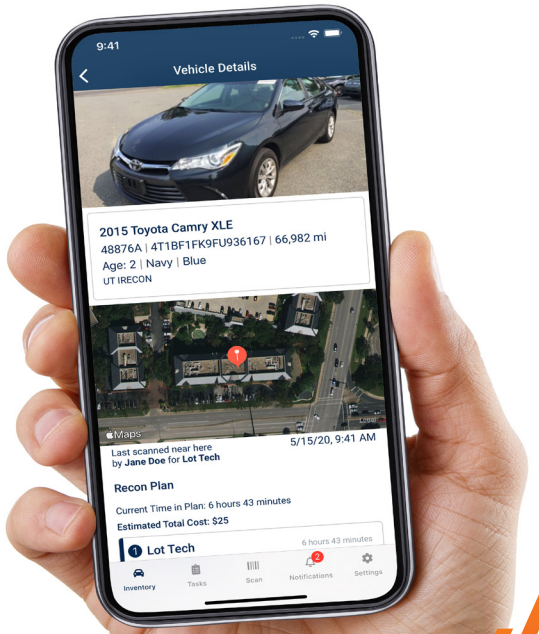
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How many service techs do you have?

Keeping track of your service technicians' workloads and the progress they make on the tasks assigned to them is paramount to keeping your reconditioning process running smoothly. A well-defined process and method of tracking tasks will hold them accountable while providing transparency that allows for quick identification of potential bottlenecks.

Is your Service Manager or Used Car Manager handling the choreography of getting tasks to your outsourced vendors?

If so, what would happen if he or she were no longer able to do this? Would a different team member be able to go into the current reconditioning tracking process and pick up where everything was left off?



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Does your service have a flat rate for reconditioning or do the techs need approval to do work?

Having the ability to pre-approve work or communicate and approve as needed is a vital component of the reconditioning process and eliminates delays in waiting for a response.

8

Are your managers appraising vehicles using software?

The reconditioning process begins with the appraisal. The information, estimates, and photos that your appraiser uses to value a vehicle is the same information you need to start the reconditioning process, so it should work hand in hand with your reconditioning process.

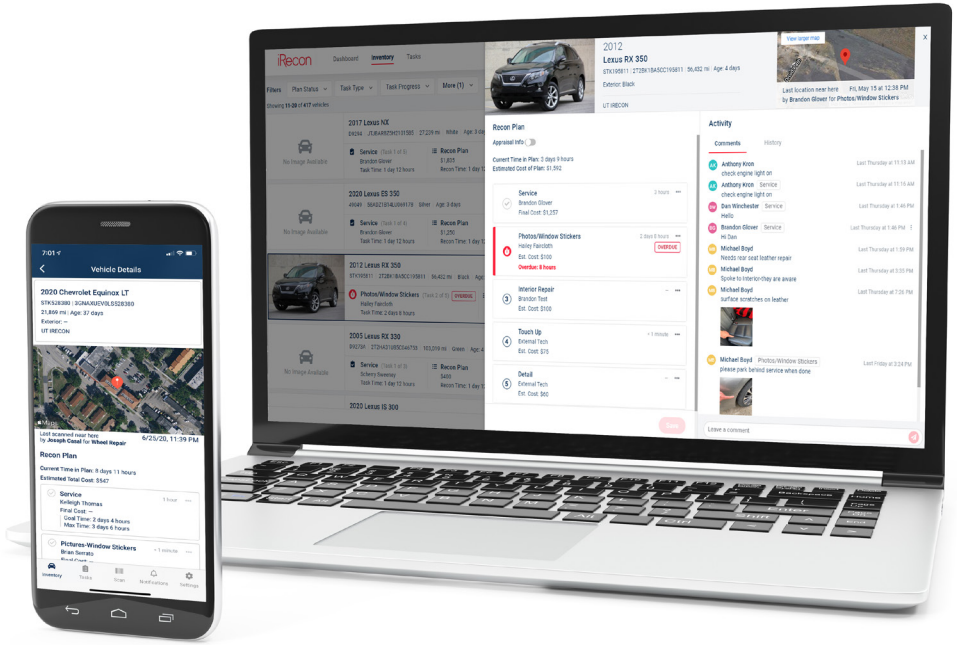


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Do your salespeople ask your managers where the vehicles are?

No matter how hard you try, a manual process of tracking your reconditioning can't accurately tell you where the vehicle is on your lot. In fact, most software solutions can't even do that. However, those that can track and locate cars both during and after reconditioning save your dealership valuable time and can provide valuable information.




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