

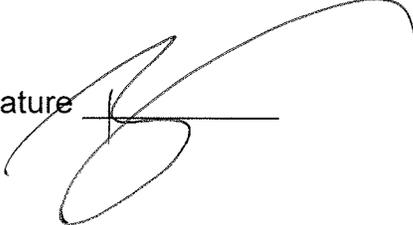
# Verification Form Regarding the Departmental Action Plan

## Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Bobby Pench Sponsor's Signature   
Date 6/30/18

Very truly yours,

# 1st Time Fill Rate

JAG LAND ROVER CHDLR		1st time FILL RATE			
DATE	# OF R.O'S	RO'S FILLED 1ST TIME (RIGHT AWAY)	RO'S FILLED THE SAME DAY (SAME DAY)	RO'S NOT FILLED SAME DAY	ACTUAL FIRST TIME FILL RATE
6/1/2018	7	6	1	5	85.71%
6/4/2018	5	4	1	3	80.00%
6/7/2018	6	5	1	4	83.33%
6/11/2018	4	3	1	2	75.00%
6/15/2018	9	7	2	5	77.78%
6/19/2018	11	8	3	5	72.73%
6/25/2018	6	4	2	2	66.67%
6/28/2018	2	2	1	1	100.00%
<b>TOTALS:</b>	<b>50</b>	<b>39</b>	<b>12</b>	<b>27</b>	<b>78.00%</b>

## Parts Departmental Action Plan

<b>Dealership</b>	JAGUAR LAND ROVER CHANDLER	<b>Student Name</b>	GAYIN HILL
<b>Academy Week</b>	2 <i>Fixed ops 2</i>	<b>Class &amp; Student Number</b>	PAG-13 [D13-PAG]
<b>Current Situation</b>	As a NEW build point for Jaguar Land Rover in PHX, AZ metro area, we are struggling with the awareness of our new point with the new location and with us being open for Retail/Wholesale Parts business.		
<b>Overall Objective</b>	To increase our JLR retail awareness with local wholesale body shops and independent shops, thus to increase our wholesale gross increases.		
<b>Proposed Timeline</b>	90 total days from July 2018 for all 4 steps in Action Plan assesment below. Progress should start with 'soft opening' and then more 'aggressive approach' moving into step 4 detailed.		
<b>Action Plan</b>	<p>1st step in process: Direct mail pieces to revelant vendors in the wholesale &amp; body shop markets, with documenting each shop in spreadsheet kept by Parts Manager and General Manager to track</p> <p>2nd step in the process: EMAL blast to respective future partners (document in spreadsheet as well)</p> <p>3rd step in the process: fly-by's and in-person visits with respective future partners by Parts Manager, Service Manager, and even Service Advisor (if possible), document in spreadsheet as well - drop off pizza or donuts or red-bulls with JLR INFO</p> <p>4th step in the process: follow-up phone calls to each shop to ensure they retain our info and use our services (document in spreadsheet)</p>		
<b>Requirements</b>	<p><b>Meeting with Dealer:</b></p> <p>1. Action Proposed: Bi-weekly progress updates via DOC meeting to check progress and gained accounts secured. Spot check updates by Parts Manager and Service Manager in between DOC's.</p> <p><b>Meeting with stakeholder(s) (dealership personnel):</b>          ***Parts Manager, Service Manager, Service Advisors</p> <p>2. Describe what is in place to support desired goal:          ***Advert team with creating artwork and verbage with call to action to team with us, with their delivery meeting via Direct mail &amp; EMAIL. Tracking Reports by Parts MGR to measure account uptick</p> <p><b>Accountability: Monitoring progress:</b>  <b>Who:</b> In order, Parts Manager, Service Manager, with oversight and input from General Manager</p> <p>3. <b>What:</b> 10% increase in # of accounts added every 2wks to be reviewed in DOC  <b>By When:</b> 90 days total, a 40% increase from now is goal  <b>How:</b> Active involvement by Parts MGR, Service MGR, and Service Advisors in recruiting, talking to and gainging rapport with outside shops</p>		

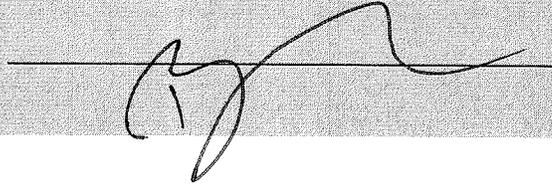
Describe checkpoints that have been established to measure progress:  
Bi-Weekly DOC meeting reviews, spot checks by Fixed Ops MGMT, and shared tracking report by Parts Manager

4. Date(s) for review: Bi-Weekly progress in regard to % for account increase in DOC

5. Estimated cost for implementation: MAX \$150-\$250/month for perks for shops to increase GP%

Projected Date of Completion: October 10th, 2018

Sponsor Signature:



Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /



### Non-Dealer Competitive Maintenance Pricing Summary Survey

- This survey is designed for independent, or non-dealer stores.
- Make sure to include parts and labor.

Competitor Name	Lube, Oil & Filter	Rotate Tires	Balance Tires	Align Front End	Service A/C	Replace Front Disc Pads	Totals (Sum Rows)
SALEM BROTHERS	73	25	60	99	51	500	
ELITE AUTO REPAIR	65	20	39	90	159	295	
GERMAN AUTO REPAIR	103	60	120	120	285	1000	
<b>Competitor Averages</b>	172	35	73	103	165	1462	
<b>My Dealership</b>	250	80	40	196	179	1200	



ACADEMY

### Dealer Labor Rate Survey

Complete this survey if you have a dealer (OEM) store.

Dealer	Labor Rate		Flat Rate Time Standard
	Single	Variable	
AUDI CHANDLER		C __155__ W __138__ M __120__ R __170__	<input checked="" type="checkbox"/> Factory (150%) <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
MERCEDES CHANDLER		C __157__ W __147__ M __157__ R __170__	<input checked="" type="checkbox"/> Factory (130%) <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
JAG LAND ROVER CHANDLER		C __165__ W __140__ M __165__ R _SLIDING SCHEDULE __	<input checked="" type="checkbox"/> Factory (200%) <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
LEXUS CHANDLER		C __148__ W __128__ M __VARIABLE__ R __185__	<input checked="" type="checkbox"/> Factory (200%) <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
TEMPE HONDA		C __141__ W __141__ M GRIDPRICING R SLIDING SCH	<input checked="" type="checkbox"/> Factory (150%) <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
<b>Variable Rate Code(s) :</b> <b>C</b> =Lowest, Most Competitive (ie., L.O.F., etc.) <b>W</b> =Warranty <b>M</b> =Maintenance Rate (Normal Factory Maintenance) <b>R</b> =Highest, Repair Rate			

