

Departmental Action Plan

Student Name: Jason Coueslan

Class & Student Number: N333-41

Academy Week:

Current situation or challenge you want to address:

- Used car reconditioning time is too long

Overall Objective and Specific Desired Results:

- Shorten the recon time to process to a desired time of 72 hours

Describe your action plan in detail (be specific and include before and after measurements)

1. Firstly we would have to meet with the Service Manager/team to address the problem and set the expectation of time with them – Current recon time is between 7-54 days
2. Morning meeting with Tech / Detail to review new trades and schedule them in and focus on previous day work not completed (questions to why??)
3. Give Used car tech the ability to open his own RO's and order his own parts(operate as his own company)
4. Create pay plan for the tech that will be on a sliding reduction after 48 hours to give detail a 24 hour turn
5. Create a Bonus for detail to complete lot clean within 24hour of service turn.

Timeline: Describe specific short term and long term checkpoints to monitor progress

- **Short term checkpoint will be done on a daily basis with used car manager and technician and Detail manager**
- **Long term checkpoint will be done with Used car manager, general manager and Service manager to overlook process and ensure it is operating to the level expected**

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. Who: Andrew Dye(Used Car Manager)
Dennis Hymaniuk (Technician)
Francis Ponce(Detail Manager)
- b. What: Morning meeting with Tech and Detail Manager
Be a part of the morning meetings, recondition cars within 48 hours, open RO's and order parts for used vehicles, communicate with detail upon completion
Make sure detail is completed Used car clean within 24 hours of notification from service tech
- c. By When: Daily every morning

Daily meetings, order parts as needed, communicate with detail daily as completed

Within 24 hours of notification

- d. How: All parties will walk the trade row with trade pouches and discuss status of vehicle

Moring meetings with UCM and give detail notice upon completion

Get notification from service tech , text Megan(pictures) for pictures to be completed as soon as detail is done

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:
