

## **Departmental Action Plan**

Student Name: Rickey Ragins

Class & Student Number: N333-27

Academy Week: Variable Preowned

**Current situation or challenge you want to address:**

**To improve Recon time turnaround from 6 days to 4 days or less**

**Overall Objective and Specific Desired Results:**

**Currently we are sitting at an avg of 6 day to recon and merchandise our preowned inventory**

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

**Action plan is to monitor on a daily basis from time a preowned vehicle is purchased or traded in, to the time a vehicle is detailed and displayed on the lot as well as merchandised digitally.**

- 1.) We have implemented the Rapid Recon Tool which gives access to all parties responsible to follow the daily movement of each preowned vehicle through the recon process. Which can be followed on you mobile device.
- 2.) All internal are assign to the Asst Service Mgr for daily dispatch and control to make sure all work is flowing smoothly thru the shop.
- 3.) We have assemble a used car recon team of technicians who work solely on used cars
- 4.) We will also employ two ( 2) additional detailers to work a second shift to ensure all cars are cleaned in a timely manner
- 5.) We have hired a person in house to be onsite fulltime to take all pictures to push to all of our sites on a daily basis instead of utilizing the vendor we previously had who only came around twice a week.
- 6.) All recon estimates are submitted to the GSM via text and must be approved, declined and or adjusted within 3 minutes of receiving estimate

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

Short term check point : will meet Monday , Wed and Friday with Service Mgr, Parts Mgr, Used Car Mgr and General Sales Mgr to ensure process is being followed

Long term check point : Kick out meeting at the beginning of each moment to acknowledge and reward for meeting objectives of less than 4 days to recon

## 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: Service Mgr, Parts Mgr, GSM. General Mgr
- b. What: Improve Day to Recon
- c. By When: 30 days

### 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:

All parties have bought in and are ready to commit and make these changes. We all see the benefit in making these changes to not only sell more used cars but also bring in more income to the service and parts depts.

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