

Departmental Action Plan

Dealership Jimmie Johnson Kearny Mesa Chevrolet

Student Name Michelle Spotts

Academy Week Parts Fixed Week 1

Class & Student Number 106

Current Situation

We are in need of a good core return process. After a physical inventory we found cores that were not returned for credit in a timely manner. This affected many things including cash, as these cores have value. We found we had a personnel issue. The individual would always tell us that his cores were clean and caught up. We have a very busy service department and the cores are tremendous. They really got out of hand. We have put a plan in place which requires the new employee to provide the parts manager with a spread sheet of returned cores daily.

Overall Objective:

Objective is to return the cores as promptly as possible and not let the returns age. Core turn should be less than 30 days.

Proposed Timeline

New program to be in process by July 31, 2018.

Action Plan

We replaced the employee in charge of cores and reassigned him other duties. The new person will work closely with manager and provide documentation on returns daily.

Requirements

Meeting with Dealer: Met with John Segal. Allen Spurlock after the Physical Inventory and all agreed that the personnel change would need to happen immediately.

1. Action Proposed: Alter positions of Shipping and Receiving. Create a fall proof plan with documentation that will catch missed returns and keep track of all cores in an organized manner.

Meeting with stakeholder(s) (dealership personnel): Allen Spurlock, Dave Roth and John Segal

2. Describe what is in place to support desired goal: Desired goal was to reassign existing employee new job duties and reassign new employee those tasks that were getting behind. New employee would report daily to parts manager on progress of clean up and ask for assistance when needed. New shipping and receiving person is an existing trustworthy employee that has proven his potential and strives to do his best.

Accountability: Monitoring progress:

Who: Allen Spurlock

What: Core returns

By When: July 2018

How: Adjust job duties and reassign core returns

3.

Describe checkpoints that have been established to measure progress: Daily Checkpoints in place
Daily / Weekly / Bi-weekly / Monthly /

4.

Date(s) for review: July 31, 2018

5.

Estimated cost for implementation: none

Projected Date of
Completion:

07/31/2018

Sponsor Signature:



Evaluation of Results: Include measured results:

(± Metrics)

Impact Areas: gross will be affected during next Physical Inventory
Sales / Gross / Expenses / Net Profit / CSI /