

## 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.

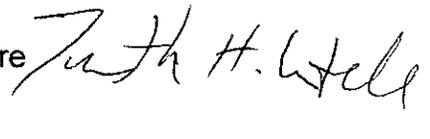
Thank you for your cooperation.

Sponsor's Printed Name \_\_\_\_\_

Sponsor's Signature

Date

7/13/18



Very truly yours,

Mark Michalski  
Academy Instructor  
443 801 7768 cell  
mmichalski@nada.org

**Copy and paste this to a word document. Print that document. Have it signed by your dealer-sponsor so that they are in sync with what your action plan intent is and scan it to a PDF file and place with the Excel and word documents before placing into the drop box.**

Departmental Action Plan

Dealership: KENWORTH OF PENNSYLVANIA

Student Name: STEVE ALLLAND

Academy Week: ATD 039

Class & Student Number: 08

Current Situation

MANAGING THE LOST SALES: MOST OF OUR STORES THAT HAVE BEEN REPORTING LOST SALES THOUGHT THAT OUR DMS (DSI) WAS TRACKING LOST SALES. WE RECENTLY FOUND OUT THAT INFORMATION IN DSI WAS NOT GOING ANYWHERE.

Overall Objective:

TRACK OUR LOST SALES SO THAT WE CAN STOCK THE RIGHT PARTS, ADJUST OUR DEPTH, INCREASE OUR BREADTH, ALLOW US TO BE ABLE TO FIRST FILL R.O.'S, LOWER OUR OBSOLESCENCE. THIS IS VITAL PROCESS AT OUR PARTS AND SERVICE LOCATIONS THAT CARRY A VERY SMALL AND LIMITED INVENTORY.

Proposed Timeline

EFFICTIVE IMMEDIATELY AT OUR CARLISLE, YORK, AND LANCASTER LOCATIONS.

Action Plan

FIRST OF ALL THE COUNTERMEN WILL TAKE THE LOST SALE QUIZ. THEN RUN LOST SALES REPORT - IN DSI, GO TO SCREEN 9 (STATUES REPORTS), X TO EMAIL YOURSELF AN EXCEL FILE, ENTER 1 FOR ENTIRE FILE, 1 FOR NUMBER OF HITS BEFORE REPORTING, BEGIN DATE, AND THE END DATE. THAT SHOULD SHOW YOU ALL THE LOST SALES POSTED BY THE COUNTERMEN. THEN GO INTO SCREEN 3 (INVENTORY MAINTENANCE), SCREEN 8 (ADJUST PARTS SALES HISTORY), ENTER IN THE PART NUMBER THE LOST SALE WAS ENTERED AGAINST AND CHANGE THE QUANTITY SHOWN

Requirements

1. Meeting with: PRESIDENT AND EXECUTIVE VICE PRESIDENT TO DESCRIBE PROPOSED ACTION PLAN

2. Meeting with ALL COUNTERMEN: REVIEW THE QUIZ, DISCUSS THE RESULTS, CLEAR UP ANY DISCREPANCIES. EXPLAIN THE MULTIPLE ADVANTAGES DESCRIBED ABOVE WITH ZERO COST TO THE DEALERSHIP.

3. Accountability: Monitoring progress:  
Who: PARTS COUNTERMEN, PARTS MANAGER  
What: AGREED IDEA OF A LOST SALE  
By When: EFFECTIVE IMMEDIATELY  
How: REPORTS WILL BE GENERATED

4. Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly /  
REPORTS WILL BE POSTED WEEKLY AND/OR MONTHLY WHICH WILL INCLUDE BUT NOT LIMITED TO TOTAL NUMBER OF LOST SALES GENERATED. ALL PARTS MANAGERS WILL SEND REPORT DIRECTLY TO MYSELF, AND WILL BE DISCUSSED IN OUR WEEKLY MEETINGS.

5. Estimated cost for implementation: LIMITED COST OF TRAINING

Projected Date of Completion:

SEPTEMBER 1ST.

Sponsor Signature:



**Evaluation of Results: Include measured results.**

**(± Metrics)**

**Impact Areas:**

**Sales / Gross / Expenses / Net Profit / CSI / THESE CHANGES WITH DIRECTLY EFFECT INVENTORY LEVELS. FIRST FILL, INCREASE PROFITABILITY WITH HAVE THE RIGHT PARTS IN INVENTORY. ALL BENCHMARKS WILL HAVE TO BE ESTABLISHED. SO THAT WE CAN MEASURE OUR EFFORTS ARE GOING IN THE RIGHT DIRECTION.**