

Action Plan

The Obsolescent has been a problem for us so I decided to take necessary steps to avoid and possibly stop this from happening. I noticed that the biggest problem was the lack of accountability. Special order parts being ordered by Service Advisors or Parts Personnel and nobody was following up at least in a timely basis to bring the customer back and unload the parts ordered. First, we made it mandatory to collect all funds upfront if the vehicle is not under warranty. As for Warranty keeping everyone accountable is the first step in the right direction. I sat down with our Parts Director and we came up with 2 forms (please see screen shots of the forms in this folder for Service advisors and Parts Personnel) that is shared on Google Drive amongst us. The first form is the one that Service Advisor must use to order the Special-Order Parts. In this form customer's information is filled along with Serial number of the vehicle, an appointment date to bring the vehicle back and the point of contact in Parts who ordered the parts needed. Once completed the Parts department would see it and they need to follow up with the 2nd form. This form also on shared Google Drive has more details to make sure there's communication between Parts and Service to address a speedy process to bring the customer back and place the parts. This is already making an impact so it is an action plan which has an immediate effect and a long term effect to lesson and avoid Obsolescent parts.

Roy Bateni (Class of N-336 Village Chrysler)