

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 Sara Aynes

Sponsor's Signature Sara Aynes

Date 8-6-18

Very truly yours,

Departmental Action Plan

Dealership **Don Ayres Honda**

Student Name **John Watkins**

Academy Week **Week 2 - Fixed Ops / Parts**

Class & Student Number **336 / 3**

Current Situation

We currently do not have a good process for identifying and recording lost sales. There are two main issues causing the problem. First, we do not have a good definition of what a lost sale is. When our staff of 7 completed the Lost Sale quiz, we had 6 different answers. Second, we do not have a good process for communicating the outcome of quotes given to the Service Advisors.

Overall Objective:

Objective 1: Develop an agreed upon lost sale definition, train the staff, and expect that they record 100% of the lost sales. Second, we need to develop a process for quotes given to the service department.

Proposed Timeline

We will develop a lost sale definition and train the parts staff by the August 31st, 2018. We will develop a Lost Sale - Parts/Service process by September 30th, 2018.

Action Plan

Describe necessary actions to reach desired result: Objective 1: 1. Reach out to NADA staff for guidance on best practice Lost Sale definition. 2. Work with Parts Manager to create our Lost Sale definition. 3. Document definition and examples. 4. Train parts department staff. 5. Monitor compliance of 100% recording of lost sales. Objective 2: Meet with service and parts departments and develop a process

Requirements

Meeting with Dealer:

1. Action Proposed: Met with Sara and reviewed plan to implement improved lost sale tracking.

Meeting with stakeholder(s) (dealership personnel): We will meet with all parts department personnel to launch the initiative, gather feedback and begin brainstorming ideas for the parts/service process.

2. Describe what is in place to support desired goal: We will rely on the parts manager for training on the guidelines and the service manager for training the advisors on the new lost sale process. Consequences for failing to properly follow the

Accountability: Monitoring progress:

Who: John Watkins

3. What: Verify training and process in place

By When: August 31st / September 30th.

How: Meetings with personnel, CDK reports, process monitoring.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

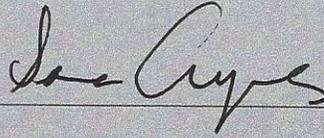
4. Date(s) for review: Check for progress on training standards and plan on August 20th. Follow up to verify all parts personnel have been trained by August 31st. Advisor process implementation: verify progress on developing plan on Sept

5. Estimated cost for implementation: At this point, we don't anticipate any cost beyond the time needed.

Projected Date of
Completion:

September 30th, 2018

Sponsor Signature:



Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /