

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation Special order parts processes need to reviewed and revised. Too many times we are ordering parts before customers actually pay for the parts and this can cause us to obtain several parts that cannot be returned, and are basically worthless. There are several things we can change to make sure nearly ever special order part is accounted for every single day. Right now the only way our tech or a service advisor can find out if their part came is a piece of paper that is handed to them at 8 in the morning.

Overall Objective: The overall objective of this action plan is to ensure that every single special part is accounted for on every working day. My background is in sales, and in sales we make our document every day. We will do the same for fixed ops, this way every single person including service advisers, techs, fixed ops departmental managers, counter people, and even the fixed ops director. This way we will not have to scramble to find out wether a part has arrived, and advisers can call the clients to install the parts right away, and counter people can call their customers and get these parts off the shelves.

Proposed Timeline This entire process is only going to take a few weeks to implement. I will make the template before July 16th. After it is completed the parts manager will be given a couple of days to review the document and start training the staff to enter the data we need to make this ready to email out every morning. By the end of the week on July 21st we should be entering in every single special part odered into our document and making sure all data is accurate and ready to start sending out on the following monday July 23rd. On the 23rd we will have an active doc that will be sent out by the service manager every morning before 8:30am.

Action Plan The action plan here is to get this document up and running so we can communicate the special order parts more efficiently. The first step is for me to actally make the doc

Requirements

Meeting with Fixed Ops Managers:
The first step in making this action plan successful is getting the managers of each parts and service to buy in on my idea of using a spreadsheet for special order parts.
1. When I meet with them I will explain the benefits of using the daily doc for staying on top of our parts business. Once I can convince them that it is a good idea it will be much easier to get them to implement the idea.

Meeting with stakeholder(s):
2. This is where I make sure the dealer is okay with adding this process, before I meet with the dealer I will have my template completely finished and looking presentable. The dealer should be all in if it means less parts that we have to send back, and less worthless parts. My dealer might even have good suggestions as to more info that needs to be on the doc and other things he has seen over the years. We will also discuss the way we will train and implement the new process.

Accountability:
We will be holding accounability by using department managers, the service managers will make sure the advisers are making appointment dates and getting the customers back to install the parts. The parts manager will make sure the doc is updated, and the parts employees are entering in all the data into the doc every day. Also,
3. I will recieve the doc daily and make sure we are not getting out of hand with our unpaid special order parts.

Progress:
To measure progress we will look at the timing of special order parts on the shelf, and also we will look at the amount of special order parts become obsolete. With our document we should easily be able to identify special order parts that may become a problem and send them back in an orderly time. The main measure of progresss for me is to have 100% of special order parts in the doc every day.
4.

5. **Estimated cost for implementation:** The only thing this will cost our dealership is effort and time from our employees. Since I am going to design the spreasheet and our em

Projected Date of Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:

Communication: Communication will be the main thing that is impacted with my action plan. With me putting a daily doc into place, the flow of special order parts information will be easily available. Before my doc, we used a piece of printer paper that only the advisers got in the morning. The old way would cause the special order parts list to fall to the bottom of a stack of papers, now they will recieve a nice email every single morning so they can call and make appointments to get the parts off the shelf.

Expenses: This shoud eliminate some of our expenses when it comes to eliminating the special order parts issue. The main expenses I think we can save is the shipping cost of sending a part back when we can not get a customer to come get their unpaid part. It could also help us with non returnable special order parts which almost will certainly become worthless if a customer does not buy the part.

PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT





