

Hendrick Dealer Group Class 107 – Fixed Operations – Parts

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Parts Actions Plan

After reviewing SOP in class it was obvious that we needed a better way to track our SOP. I recalled an idea that I heard in class about creating a Google Doc form for tracking our SOP, which would ultimately create accountability, better customer satisfaction and decrease any obsolete SOP.

So, after discussing my idea with the parts and service manager we implemented a Google Docs for SOP. They were very receptive to the idea because they already knew we had a problem, and we were already using a Google Doc for our Game Day (doc for tracking of all departments) anyway so there was no learning curve.

All SOP's are now entered into the SOP Google Doc and recorded who ordered the part, what the part is, when it was ordered, if it was a customer (pre-paid) order or ordered for a service/warranty repair with the service advisor, when it is received and by who, and a note section. Now each morning and throughout the day it is reviewed and updated by the appropriate party and either the parts personnel or service advisors are contacting customers to schedule pick up or to schedule service appointments. We also review this Google Doc in our morning manager's huddle to ensure accountability and a quicker turn.

This new procedure has made a pretty remarkable difference in our SOP. Before implementing this new procedure, in our daily managers meetings we would review all departmental numbers, but never reviewed actual SOP other than the dollar amount. At that time our SOP would vary from \$6,000-\$10,000. Since implementing this new procedure we now review the SOP Google doc in the managers meetings and are currently running between \$1,000-\$2,500 on SOP.