

Departmental Action Plan

Dealership Moss Bros CJDR

Student Name Glenn Moss

Academy Week 2

Class & Student Number NADA 337

Current Situation Excessive amount of SOP parts with quantity on hand due to parts sold or returned by body shop not coded properly as to not effect inventory

Overall Objective: reduce the amount of sop parts in the system

Proposed Timeline 30-45 days

Action Plan Describe necessary actions to reach desired result: inventory all sop parts on hand. Determine if they are coded and posted properly. If they were returned was credit iddued. Were they posted properly. Were the orders cleared when customer came back

Requirements

1. Meeting with Dealer: counter persons body shop mgr ship[ping-reciving inventory management team at warehouse  
Action Proposed: establish procedures train and educate

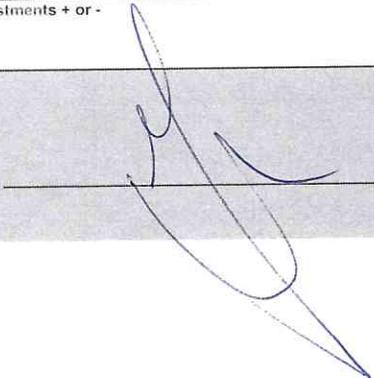
2. Meeting with stakeholder(s) (dealership personnel): train everyone involved  
Describe what is in place to support desired goal: monitor process  
Training / Coaching / ±consequences related to results / Pain & Gain

3. Accountability: Monitoring progress:  
Who: Parts manager  
What: reduce sop parts with quantity on hand in system  
By When:10-15-18  
How: monitor activity between warehouse and bodyshop

4. Describe checkpoints that have been established to measure progress: Run SOP report daily  
Daily / Weekly / Bi-weekly / Monthly / Daily  
Date(s) for review:10-15-18

5. Estimated cost for implementation: cost of making inventory adjustments + or -

Projected Date of Completion: 10-15-18

Sponsor Signature: 

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

Impact Areas:  
Sales / Gross / Expenses / Net Profit / CSI /

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# 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 Glenn Moss\_\_ Sponsor's Signature \_\_\_\_\_

Date - 8/9/18

Very truly yours,

