

Departmental Action Plan

Dealership **HERB CHAMBERS HONDA WESTBOROUGH**

Student Name **ADAM C TREMBLAY**

Academy Week **WEEK 2**

Class & Student Number **N337**

Current Situation

THE TECHNICIANS ARE WAITING AT THE BACK PARTS COUNTER FOR LONG PERIODS OF TIME FOR PARTS RESULTING IN LOST TIME AND OVERALL EMPLOYEE MORALE. THE XTIME/ASR IS NOT BEING USED TO ITS FULL POTENTIAL HURTING THE EFFICIENCY OF THE SERVICE DEPARTMENT. EXPRESS SERVICE IS A BIG AREA OF OPPORTUNITY FOR THE DEALERSHIP. WE ARE TRYING TO GET THESE CLIENTS IN AND OUT OF THE DEALERSHIP IN UNDER 45MIN.

Overall Objective:

TO ELIMINATE PARTS WAITING TIME AT THE BACK COUNTER AND HAVE PARTS HAND DELIVERED OR PULLED FOR THE TECHNICIANS TO INCREASE EMPLOYEE MORALE AND TECH EFFICIENCY. ALSO TO HAVE THE SERVICE WRITER(S) AND PARTS COUNTER/MANAGER USE XTIME/ASR TO ITS FULL POTENTIAL. THIS WAY PARTS CAN BE PICKED AND DELIVERED IN A MORE TIMELY FASHION. DECREASE CUSTOMER WAIT TIMES AND IMPROVE CSE/CSI

Proposed Timeline

30 DAYS

WE WILL NEED TO HAVE A MANAGER MEETING WITH THE DEPARTMENT HEADS SERVICE AND PARTS. TO MAP OUT A F

Requirements

Meeting with Dealer:  
NOT APPLICABLE/ I AM THE GENERAL MANAGER/OPERATOR  
1. Action Proposed: I WILL CONDUCT WEEKLY AND MONTHLY MEETINGS WITH SERVICE MANAGER AND PARTS MANAGER

Meeting with stakeholder(s) (dealership personnel):  
CHRIS COOPER, JOHNATHAN WHITE, JEREMY FONTAINE  
2. Describe what is in place to support desired goal: FULL COOPERATION WITH THE SERVICE AND PARTS DEPARTMENTS, TRAINING, AND COACHING WILL BE CONDUCTED BY THE PARTS MANAGER AND SERVICE MANAGER. CONSEQUENCES INCLUDE BUT NOT LIMITED TO WRITE UP/TERMINATION/ NO PAIN ONLY GAIN

Accountability: Monitoring progress:  
Who: ADAM TREMBLAY, CHRIS COOPER, JONATHAN WHITE, JEREMY FONATAINE  
3. What: ASR, TIME OUT OF STALLS, COMPLETION TIMES FOR ACCURACY, PROCESS IN PLACE  
By When: 10/31/18  
How: DAILY WALK THROUGH, WEEKLY MEETINGS

Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly /  
4. Date(s) for review: 10/1/18, 10/15/18, 10/31/18

5. NO COST ASSOCIATED ONLY GAIN

Projected Date of Completion: 10/31/2018

Sponsor Signature:

*Nicolas P. Sannetti*  
Nicolas P. Sannetti  
Corporate Manager of Operations

Evaluation of Results: Include measured results.

(± Metrics)