

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Cores are being returned and ending up misplaced, that's resulting the huge warranty charge backs. Which is effecting the profitability of the Parts Department. Miscommunication between parts department and service technicians is the main cause of this problem.

Overall Objective:

Objective 1: Educate the parts staff on Cores returned and importance of returning cores.
Objective 2: Implement core tracking sheet.
Objective 3: Ensure cores are returned in timely manner.

Proposed Timeline

Step 1: Review the current Core returned process and see where amendments required	Due: 09/20/2018	Step
2: Educate all associates the importance of core returned process	Due: 09/25/2018	Step 3:
Re-implement the Core returned process to entire parts and service staff	Due: 09/30/2018	Step 4:
Weekly meeting with the staff and share the results with them	Due: Consistently	

Action Plan

* Provide written Core returned process to the parts and Service staff and train the Parts staff how to receive cores and ensure

Requirements

1. Meeting with dealer:
Action Proposed: propose the Action Plan to the Executives

2. Meeting with Dealer Principle/ GM:
Describe what is the plan and commitment with the process and training the Parts staff

3. Accountability : Monitoring Progress:
Parts Counter: Parts counter staff is responsible for the paperwork collecting with service technician for the core
Service Technician: service technician is responsible to provide the paperwork for the Core to Parts counter staff Parts
Manager: Review the paperwork daily and expedite the Core returned process GM: Have a
monthly meeting with service and parts staff combined, maybe buy them lunch to open the doors of communication

4. Describe checkpoints that have been established to measure progress: Daily/
weekly/ bi-weekly/ monthly Daily:
Parts Manager to review the reports and paper work for the Core process daily Weekly: A
weekly meeting will be held by parts manager with all the parts staff and review the process Monthly: Meeting
between Parts Manager & GM to identify and review the path of success

5. Estimate cost for implementation:

Projected Date of Completion:

Sponsor Signature: _____

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

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

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



