

Action Plan for Special order parts ordered with service department:



MAGUIRE

FAMILY OF DEALERSHIPS

Phase 1: (first day)

Review with managers the Process for special order parts.

Review with the entire service and parts staff the Process

Review with staff on what is working now and what is not working.

Phase 2: (first 30 days)

Monitor the process every day.

Training staff every day on the process

Phase 3: (next 30 days)

Review results with staff and give positive feedback when needed

Phase 4: (Continue Process)

Review month to month this process and continue to get better.

See attached Process:

Process for special order parts from the service department

Once we determine the failed component and a part needs to be ordered we need to

First determine who pays for the part (warranty, customer, internal, extended warranty or you).

1. If warranty, part gets ordered and customer gets put on the schedule within 5 working days. If customer refuses, they must be on the schedule within three weeks. We explain to customer That we need to get parts on the car as soon as possible and the manufacture requires a timely Turn around. No exceptions unless authorized by service manager or fixed operations manager or owner.
2. If customer pay, the part must be prepaid with diagnostic charges on the open repair order. Close the repair order stating that the customer pre-paid for parts and has a scheduled date. Customer should be on the schedule, Once again within 5 working days. The best part about pre-pay is that if the customer does not return we have their money and the company is not out any money.
3. If internal, parts is ordered and we should put customer on the schedule within 5 working days.
4. If you're paying for it then it's really a bad situation and should be addressed within 24 hours.

Parts goes to back order status:

1. First you need to have a daily report from your parts managers that this has happened.
2. When you find out that this part went to back order or won't arrive by the scheduled date,
3. The customer must be called right away. This customer's scheduled date will then be placed further out.

Customer does not show for appt.

1. We will reach out to customer by calling or emailing that they missed their appt.
2. Give them a second attempt to come in, giving them a new date, don't wait for a call back.
3. If they don't like that date then they will call back.

This process will help control the following.

- High volume calling looking to see if part has arrived
- Multiple staff members having to stop production to find the answers
- Parts going into an obsolescence state
- CSI going in the wrong direction
- Departments not getting along

Signature _____

Date _____

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 Philip Maguire Sponsor's Signature 
Date 10-3-18

Very truly yours,