

Departmental Action Plan

Student Name: Andrew Myers

Class & Student Number: N335 #13

Academy Week: 4

Current situation or challenge you want to address:

The current situation I'm going to address is the Recon process through put to front-line starting with the Vehicles being Traded-In, Auction Purchase or Rental program.

Overall Objective and Specific Desired Results:

The objective is to Track the amount of time a vehicle spends in each Status along the way before it is front-lined.

Describe your action plan in detail (be specific and include before and after measurements)

Currently, our management team with our DMS only has the ability to track Received date and Front-lined date to see the age of a vehicle. When a vehicle is traded-in it goes into (T) status for trade-not-cleared. Our used car managers run the inventory (T) report daily to check for the parent deal to be funded; then those funded deals with

clear trades either get marked as wholesale or Retail. Next our Recon manager changes the status to (W) for wholesale or (B) RO opened not assigned. At that point the Recon manager will put the new status and date of the changed status into the DMS which I'll later be able to run a report giving the status change and date. From (B) status it switches into (F) Smog / Safety status for Recon of the vehicle. After the vehicle is finished with Recon the Status is change to (C) Detail. After Detail is completed with the vehicle it is parked up front next to the Used Car Lot and the Keys given to the Desk Manager. The Used car manager inputs into the DMS that the vehicle is Front lined and the Price is setup correctly (using V-Auto) and is placed into one of 4 front-lined status categories to be sold from. This same process happens when the vehicle comes from an Auction purchase except the Status of the vehicle starts off as a (K) auction Purchase then followed by going into Recon as a (F) status for Smog / Safety. I'll now be able to Track every step and time in each status to see where the inefficiencies are to streamline the Recon process to Front-line time.

We have 5 dedicated recon techs that have a monthly efficiency average around 115 percent pushing out around 200 vehicles. When speaking about our Recon Process with our Recon manager his major concern was the efficiency of his techs not the amount of time a vehicle took getting to the Front-Line. Last week there were 6 low mileage CPO Trade-In vehicles sitting in (B) status for 7 days, which happen to be our highest grossing per copy sold vehicles. The reason for these vehicles sitting was because of Auction purchased vehicles that needed to be inspected first because of the limited amount of time you can send an Auction vehicle back if a problem is found. My goal is to feed the shop if we have CPO vehicles sitting to decrease the time to front-line.

Timeline: Describe specific short term and long term checkpoints to monitor progress

I'll be monitoring this new Recon Report Weekly with our Recon Manager and monthly with both Used car managers to increase efficiency.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. Who: Recon Manager, Service Managers, Detail manger, F&I Director.
- b. What: Figure out where the inefficiencies (bottle neck) are along the process and provide new ideas with the management team to reduce time.
- c. By When: Starting 4th quarter
- d. How: Myself and the management team

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:

Meeting went well. We both think our Recon manager and current process works pretty good right now but we're interested in how and where we can improve. The major challenge will be the decrease in productivity of the Recon Techs if the shop is feed more work so some cross training will need to happen because they're only Recon Specific as of now.
