

Departmental Action Plan

Student Name: THOMAS WILLIAMSON

Class & Student Number: Variable PAG 103

Academy Week: 4

Current situation or challenge you want to address: Turn time it takes for used cars to be out on Frontline.

Overall Objective and Specific Desired Results: Is to cut down the turn time it takes to go through the service dept. To cut turn time from 9 to 5 days at the most. NADA GUIDE IS 3 DAYS...

Describe your action plan in detail (be specific and include before and after measurements) To decrease down time when cars are taken into inventory. Each salesperson must put a detailed list inside the car on the dash board which includes the date is was taken in, deal number, miles, customers and salesperson name. Each morning myself, lead shop tech and the GM will walk the incoming inventory to make sure vehicles are getting to the shop on schedule time (48 hrs.). Once in the shop the lead tech distributes the work out and monitors shop time (24 hrs.). Once the car is done in shop its turn over to the detail manager for recondition (24 hrs.). At this time we should be at 4 days. Detail manger inspect the car and turn it over to the used lot porter for labels and to be put on front line at 5 days.

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

Short term checkpoints= 7 days to front line by the 90th day.

Long term checkpoints= 5 days to front line by 180th day.

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: THOMAS WILLIAMSON, TRI HONG, MATT LARABEE
- b. What: Positive attitude, Being consistence of the process and working as a TEAM to achieve one Goal.
- c. By When: 90 days
- d. How: By focusing on time management and TEAM work. Adding two more used car techs which will give us a team of 6 used techs.
- e. Adding on two more detailers which give us a team of 12 detailers.
- f. We will review once a week for Accountability, comments or concerns.

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:

Matt Larabee General Manager.
