

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

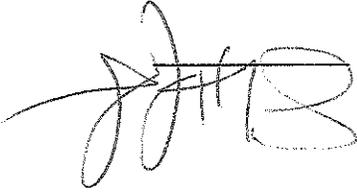
departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which

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 Shane Huffman Sponsor's Signature



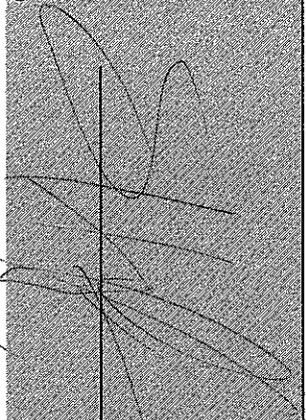
Date _____

Very truly yours,

Projected Date of Completion: 11/30/2018

Sponsor Signature:

(± Metrics)

A handwritten signature in black ink, appearing to be a stylized name, is written over a horizontal line.

Evaluation of Results: Include measured results.
If lost sales are tracked the way they should be, we should see an increase in all categories. Sales and gross will be higher because of lower emergency purchases and aftermarket parts being used. CSI will be higher because more parts will be stocked and less customers will have to wait or leave their car for extra days.