

# 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 Randy Shapiro Sponsor's Signature   
Date 10/03/18

Very truly yours,

Departmental Action Plan

Dealership **BRUCE LOWRIE CHEVROLET**

Student Name **BLAKE SHAPIRO**

Academy Week **WEEK 2 FIXED OPERATIONS 1 PARTS**

Days & Student Number **338**

Current Situation

We are a wholesale dealer and as such we have many deliveries daily. The issue is we need to get the drivers out earlier so we can get ahead of our competition delivering the parts earliest in the morning. We have limited staff and limited room for pulling orders the night before because the staging area is also the area the GM truck drops off our stock order every night.

Overall Objective:

Pull orders and prepare them for loading for the early morning runs as quickly as possible.

Proposed Timeline

2 month

Action Plan

We are going to bring the warehouse crew in approximately 2 hours before the drivers arrive so they can have more time to sort the stock that came in over night and pull all the special orders that will be leaving on that first delivery run. Also we are going to have the counter men print their invoices that are set to go out the next morning the night before so there isn't such a pile invoices mixing the previous days business with the new morning orders.

Requirements

1. Get the go ahead to allow the warehouse manager and his crew access to the department early.
2. Clearly defining the goals and processes of the program to the parts team and then providing coaching where necessary.
3. Parts manager will implement and monitor the new process.
4. Every two weeks we will review the automated dispatch system to check progress.
5. Should be minimal. We are just shifting the work day to an earlier start.

Projected Date of Completion:

12/30/18

Sponsor Signature:

