

Departmental Action Plan

Student Name: Michael Pire

Class & Student Number: NADA 336 / 331252873

Academy Week: Variable Operations 1-Pre- Owned

Current situation or challenge you want to address

Used car inventory to the lot reconditioning process

Overall Objective and Specific Desired Results:

3- days to the lot average without body work

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

Our year to date average for days used cars to the lot is 15.5 without body work. Our problem is high volume and lack of a good process to get the vehicles through the system. We have been backed up as high as 90 vehicles at one time waiting for reconditioning. Rapid recon has been purchased and installed to help monitor the work flow through the service and reconditioning departments. We have identified that our biggest bottleneck was in the used car detail department. So, to address that issue we have added a detail technician and outsourced a sublet company to help with the overflow of details when backed up. In addition, a service technician has moved from main shop work to used car service full time increasing our number of dedicated used car technicians to four. Our goal is average 33 vehicles a week though the recon

process and to keep around 30 per week in process. Rapid Recon has help us with our communication issues between the departments. It allows us to monitor and follow the vehicle as it moves to the lot. Our ultimate goal is to average 3 days to the lot. So, we have added a dedicated used car service manager to insure the success of the process. A portion of his pay plan consists on the day average for the month. So far the communication between the used car sales managers and our reconditioning staff has been the strongest it has ever been at the dealership. We have also dedicated two body shop technicians to complete used car clean up repairs as well. They have the ability to complete all aspects of the used car reconditioning from body and paint work to PDR and glass repairs.

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

Short term goals are to get are used car to the lot average to 6-days, maintain it and then move to 5 days. The ultimate goal is to average 3 days to the lot average. The used car and Used car service manager are meeting weekly to discuss any issues that rise and address weekly.

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: Used car management and Service Management
- b. What: Weekly follow up meetings on used car to the lot process

c. By When: Process has been started Oct 2018 and will be continually monitored weekly and monthly

d. How:

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:
