

Departmental Action Plan

Student Name: William Bret Catto / Devon Scheible

Class & Student Number: ATD 039

Academy Week: 4

Current situation or challenge you want to address:

We are currently enjoying great times in the used truck department. Business is robust and we are selling trucks faster than we can purchase them and deliver to the end user. This is a great problem to have, but our process have been sloppy and now is the time to implement a detailed process so we can be efficient when times return back to normal.

Overall Objective and Specific Desired Results:

Our main objective is to implement a set process map in order to achieve better efficiency on our used truck reconditioning process. Our current time is 45 days and our ultimate goal is to be consistently less than 30 days.

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

The process map will look like this:

Purchase truck from bank, end user, or OEM program.

Immediately order shipping to our facility.

Upon receipt of truck, perform used truck inspection, order necessary parts, and open RO for PM Service, DOT items, etc.

Monitor trucks in shop daily.

Once completed in shop, send to detail booth for complete detail

After detail, hang mud flaps, mud flap brackets, mattresses, chrome for aluminum wheels, and any other detail items

Move to photo area and perform online picture process.

Upload photos on website, move truck to display area, and sell sell sell.

NOTE* all trucks will be detailed; PM serviced, and used truck inspected prior to website upload and parked in display area.**

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

This process has already begun. We moved into our new used truck facility this week and this process map is published.

We will measure this process weekly/monthly to determine where any pain points may be occurring and the process of adjusting set schedule to alleviate these delays.

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: Joey Echols/Used truck manager
Ben Davis/Used truck technician
Classic detail/contracted detail service
Tom Nehl service department

- b. What: Have everyone understand the importance of moving trucks through the process. Frozen capital and a depreciating asset cannot be put on the “back burner.” Time is money
- c. By When: Immediately
- d. How: Following the process map and receiving updates daily.

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:

This plan was explained to the dealer principal and he is 100% in favor of moving trucks faster through the reconditioning process. He fully supports our goal of less than 30 days.
