

Departmental Action Plan

Dealership Nate Wade Subaru

Academy Week Fixed Ops 1

Class & :

Current Situation **The Parts Department is unable to answer questions about basic Subaru pro**

Overall Objective: **Increase product knowledge for the parts department so they can be the Suk**

Proposed Timeline **In the next 90 days, then once a year.**

Action Plan **Set up sales training with our sales training, train every parts employee on o**

Requirements

Meeting with Dealer:

- 1. Action Proposed: Create a 2, 30 min training for the parts department. Have 1 parts once a year.**

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: We already have a great p
People Process Accountability Roger Bird, Dustin Marriott, Jason Flowes

Accountability: Monitoring progress:

Who: Dustin Marriott

What: Training content

3. **By When: 90 days**

Describe checkpoints that have been established to measure progress:

OLP scores increase, secret shop the parts department

- 4.

5. **Estimated cost for implementation: 0**

Projected Date of Completion: **90 days**

Sponsor Signature:

Evaluation of Results: Include measured results.

(± Metrics)

Student Name Dustin Marriott

Student Number N339A

Products

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**

Be an expert for our customers.

Our products, how to pair bluetooth on the last !

the sales trainer facilitate. Hold the training for

product trainer that does training once a week.

