

# Departmental Action Plan

Student Name: MARVIN RAWLS

Class & Student Number :A02

Academy Week: VARIABLE 1

**Current situation or challenge you want to address: I WANT TO CHANGE THE VIEWS THAT VARIABLE IN PARTICULAR “USED CARS MANAGERS” AND SERVICE MANAGERS AND TECHS HAVE ON EACH OTHER ..AND TO LOWER MY RECON DAYS**

**Overall Objective and Specific Desired Results: THE OVERALL OBJECTIVE AND SPECIFIC DESIRED RESULTS IS TO GET BOTH DEPARTMENTS WORKING TOGETHER TO ACHIEVE QUICK TURN AROUND TIME ON RECON**

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

- 1. TO GET ALL PARTIES TOGETHER AND GIVE OUR VISION....DONUTS AND COFFEE**
- 2. THE MISSION IS TO PUT OUT THE BEST PRODUCT OVER AND OVER AGAIN**
- 3. STRATEGY IS FOR BOTH DEPTS TO BUY IN TO OUR VISION**
- 4. SET UP A CLEAR METHOD TO OBTAIN A QUICK TURN FROM SERVICE AND BONUS TECH ON THAT PERFORMANCE**

5. DAY 1 PURCHASE OR TRADE UNIT WILL BE STOCKED IN IMMEDIATELY AND PUT IN KEY MACHINE TO ENSURE UNIT IS PROPERLY CHECK OUT
6. USED CAR MANAGER PUTS LIST TOGETHER FOR USED CAR SERVICE ADVISOR AND TURNS KEYS OVER TO THEM ALONG WITH BRINGING UNITS OVER TO THEM
7. SERVICE ADVISOR TURNS OVER TO USED CAR TECH..
8. TECH TO ADVISE GSM OR USED CAR MANAGER
9. HOW WILL WE MEASURE BEFORE AND AFTER
10. WE HAVE A DAYS TO RECON SPREAD THAT IS SENT BY CORPORATE EVERY WEEK WE ARE CURRENTLY AT 4 DAYS. GOAL IS TO REACH 3.5 OR UNDER

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

SHORT TERM CHECK POINTS ARE THAT WE HAVE MEETINGS EVERY MONDAY TO TALK ABOUT OUR VISION AND TO ALSO TALK ABOUT WHERE WE ARE WITH DAYS TO RECON FOR THAT WEEK ...REVISIT OUR ACTION PLANS AND SEE IF THERE ARE ANY OPPORTUNITIES WE ARE MISSING OR MAYBE STEPS WE ARE MISSING.

LONG TERM IS TO MAKE SURE WE CONTINUE TO MEET EVERY MONDAY AND CONTINUE TO INGRAIN OUR VISION SO EVERYONE KNOWS THIS IS OUR VISION AND PLAN ..LONG TERM GOAL AT END OF YEAR IS TO BE 3.5

**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:

b. What:

c. By When:

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:

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