

Departmental Action Plan

Student Name: Joe Scibelli

Class & Student Number: 336

Academy Week: 4

Current situation or challenge you want to address:

Increasing used vehicle turn

Overall Objective and Specific Desired Results:

Our pre owned turn when we came to class in October was 9.6 per yr.

Gross percent of sales was 10.8%

And GROI was 103%

My objective is to get these numbers up to nada averages at least or better

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

The first part of my action plan is to sit with all managers who work at the desk selling and appraising vehicles and all service personnel who are involved in the recon of

used vehicles. Our percentages have slipped over the past couple months. I need to make sure all people involved in our used car process are on the same page. I did this as soon as I got back from week 4.

We have a separate used car recon department that consists of 5 technicians and a service writer.

We had lost some technicians on the new side of the shop and replaced them with our used technicians as a temporary solution. This fixed turned into a more permanent solution which drastically increased our days to front line. I had a one on one meeting with my serviced manager and talked to him about what I learned at the academy and why getting these vehicles on the front line is crucial. I gave him ideas on how to get good technicians. Mentorship, quick lubes techs etc.

Sales department:

We have changed our pay plan with all sales managers based on overaged units. We just put this in play starting Dec 1.

We have a weekly meeting about stocking and sourcing

In this meeting we go over all trades for the week. We will adjust acv if necessary

We are in the process of hiring a buyer to just buy from private party sources

We have started a wholesale recon department. We now have a separate facility where all our wholesale trades go. We have two lifts a tire machine and body and detail department dedicated for wholesale.

All the cars will get rust work done, undercoating, tires and full reconditioning

We have already invested and remolded the facility and should be up and running mid December.

Last month our months supply increased from 1.25 to 1.53

Our days supply has increased from 37.6 to 45.3

Once my action plan is up and running 100% I feel these number will get in line .

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

December 31st and march 31

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: general sales manager
- b. What: he needs to spend more time on his appraisals and pricing

- c. By When: immediately

- d. How: by understanding we are buying these customers vehicles. They need to understand and have an exit strategy. Look at days supply. Price the trade according to the market not your gut. We have a trade in sheet with specific questions on the vehicle. Accidents, maintenance etc.

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:
