

## Departmental Action Plan

Student Name: Chad Pennington

Class & Student Number: Premier Truck Group

Academy Week: 5

**Current situation or challenge you want to address:**

**Excessive turnover can cause issues with overall customer satisfaction as well as Employee satisfaction,**

**Overall Objective and Specific Desired Results:**

**Current annualize turnover of 34%**

**Objective is not ZERO- Company objective is to be @ 20% or below.**

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

**-Implement informal 90 day review of new employees**

**-Sustainment of annual stay interviews.**

**-Employee “health card” system**

**-done annually 6 months before annual review**

**Mentoring Program in Parts WH**

**-Having a buddy system for new hires**

**- Implement 1<sup>st</sup> Week plan for new WH employee**

**- Parts counter to Parts will call to parts delivery-**

**Execution of PTG New Tech Mentor System**

- Currently 1 mentor in the shop**
- Add 2 additional by end of 1<sup>st</sup> QTR 2019**

**New Employees attendance @ Monthly MOR**

- Allow NH to be able to listen to overall dealership performance.**
- Attends 1 20 minutes of meeting**
- Allows NH to meet executive members.**

**Evaluation of Onboarding Process-**

**Huddle Board Consistently & GM attendance on a regular basis**

**Succession planning within department- Discussing career path and objectives on a regular basis with employees during annual review.**

**Interview- Challenges of current job market**

- Asking deeper questions**
- Understand why the employee wants to work in the industry**
- How prepared is the candidate?**
- Facility to prior to moving to next stage of interview process**
- How do the interact with others?**

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

**Implementation of “health card” /Manager tools. Dec 1<sup>st</sup> . HR to provide MGRS list of stay interviews & due dates- Report out monthly in MOR meeting with GM & executive leadership.**

**Implementation of mentor program & onboarding program Dec 1<sup>st</sup>**

**Develop 90 Day review process**

### **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: GM- Chad Pennington, HR \* Department MGRS
- b. What: Employee Satisfaction- Manage to < 20 annualized turnover
- c. By When: 2019
- d. How: See final ATD individual presentation.

**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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