

Departmental Action Plan

Dealership Audi Temecula

Student Name Eric Tracy

Academy Week Fixed Ops 1

Class & Student Number 341

Current Situation

Our lost sales are not be tracked properly.

Overall Objective:

We are going to create a better process to track and review lost sales and opportunities.

Proposed Timeline

60 Days

Action Plan

1. Make all parts personel aware of the effects of not properly tracking lost sales. Both financially and from a customer ser

Requirements

Meeting with General Manager, Parts Manager, and Parts Advisors

1. Action Proposed: Fix lack of lost sales tracking by incorporating a process

Meeting with Parts Advisors:

2. In order to support the process we've met with the Parts Advisors and provided them with a detailed explanation of the process. The process is to be followed daily before checking out. The Parts Advisor at the end of the month with the most accurate lost tracking gets dinner and drinks.

Accountability: Monitoring progress:  
Who: Edgar Meza, Scott Torrey, Mike Potter  
What: Lost Sale Proccs

3. By When: 60 days  
How: Reward and accountability

Describe checkpoints that have been established to measure progress:

4. Daily: Daily checkout with the Parts Manager  
Montly: Monthly reporting will be pulled and reviewed with Advisors

5. Estimated cost for implementation: \$35

Projected Date of Completion:

60 Days

Sponsor Signature: Eric Tracy

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

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

