

# Departmental Action Plan

Student Name: Bill Martino

Class & Student Number: 336 -44

Academy Week: 4 Variable 1

## Current situation or challenge you want to address:

UCI / Recon turn time

## Overall Objective and Specific Desired Results:

3 day turn around

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

**We are going to date the windshield when the car hits the impound. Incentives for detail to complete the vehicle. Reduced labor rate for everyday after 3 days for the service department for delays.**

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

**Jan 1 and weekly meetings with service manager**

**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: The detail manager Service manager
- b. What: New culture they need to understand our sweat spot first 10 days 30 days best opportunity. After that we start to go stale
- c. By When: January 1
- d. How: Everyone buying into the new culture

**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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