

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

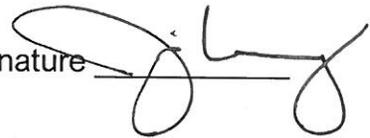
Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Jim Ussery Sponsor's Signature

Date 12-17-18



Very truly yours,

Meeting with stakeholder(s) (dealership personnel): George, Jean and counter people.

Describe what is in place to support desired goal: Lost Sale tool in Fusion, training and coaching, pain & gain

Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

Who: Jean

What: show daily lost sale reporting activity

By When: March 1, 2019

How:

Describe checkpoints that have been established to measure progress: Weekly

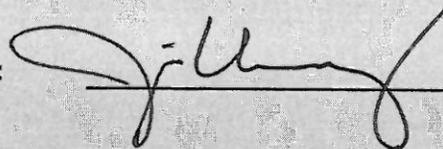
Daily / Weekly / Bi-weekly / Monthly /

Date(s) for review: Discuss with George at weekly staff meeting. Meet with counter people Bi-weekly to discuss progress and renew importance.

Estimated cost for implementation: \$0

April 1, 2019

Sponsor Signature:



(± Metrics)

Impact Areas: Biggest impact areas are CSI and improved Service Dept proficiency.

Sales / Gross / Expenses / Net Profit / CSI /

Departmental Action Plan

Dealership

Student Name

emy Week

Student Number

Lack of consistent understanding of definition of a Lost Sale. Lack of reporting of Lost Sales. Our first time fill rate is unacceptable and this would be an important step in improving this issue.

Consistent reporting of Lost Sales to contribute to optimizing stocking criteria, improving first time fill rates, and improve our CSI across the board.

90 days

Describe necessary actions to reach desired result: Establish an agreed upon definition of a Lost Sale

Requirem

Meeting with Dealer: Email Action Plan

Action Proposed: