

# 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 John Chapman  
Sponsor's Signature [Signature]

Date 5/1/17

Very truly yours,

Caroline Chapman

Dealership

Chapman Chevrolet

Student Name

Caroline Chapman

Academy Week

Week 2

Class & Student  
Number

323

Current Situation

Currently the parts department does not have a universal definition of a lost sale. While some counter employees are tracking the correct lost sales, others are missing an opportunity to improve parts inventory.

Overall Objective:

The overall objective is to decide on a lost sale definition for the entire department and make sure everyone tracks those lost sales accordingly.

Proposed Timeline

Overall, the timeline should be one week to ten days.

I will take a week to work with the parts manager and counter employees to insure everyone has an input on what the universal definition of a lost sale should be. At the end of that week, we will come up with the definition and have our own test. Based on the test results, we will train as necessary. Overall, the timeline should be one week to ten days.

Requirements

Meeting with Dealer: 5/1

1. Action Proposed: 5/1

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:

Training and coaching are put in place to help reach desired goal of a better parts mix.

Accountability: Monitoring progress:

Who: Parts manager

What: Create better parts mix

By When: 5/20

3. How: Create a lost sale definition for the parts department

Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: 5/15: Check to see if all counter employees are tracking lost sales  
6/1: Check for changes in inventory ordering.  
6/15: Check mix for improvement  
6/30: Check mix for improvement

5. Estimated cost for implementation: \$0

Rejected Date of Completion:

5/20

Sponsor Signature:



(± Metrics)

Evaluation of Results: Include measured results.

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /