

Departmental Action Plan

Student Name: Jeffrey Dockhorn Jr

Class & Student Number: 338-30

Academy Week: 4

Current situation or challenge you want to address: To improve communication between VW service and VW used car Manager.

Overall Objective and Specific Desired Results: To have clear and constant communication between both departments. By utilizing a shared file we can see if there are any deficiencies and improve them. This will shorten the time used cars are in “the shop” and get them ready for sale quicker.

Describe your action plan in detail (be specific and include before and after measurements) I have a shared file for the Audi brand and it works great with monitoring used cars coming to the shop and getting them through the shop. Once VW used car manager gets on board we will be able to measure true time in the shop and improve in any area(s) needed.

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

To establish use of the shared file then monitoring daily by everyone.

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:** Used car manager
- b. **What:** Needs to embrace technology and change.
- c. **By When:** Jan 31 2019
- d. **How:** Involving General Manager and General sales manager if we cannot make this change.

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:
