

Departmental Action Plan

Student Name: John Garces

Class & Student Number: N338-38

Academy Week: VO-1

Current situation or challenge you want to address: Is our process for trades ins and purchased units efficient and going thru in a timely manner?

Overall Objective and Specific Desired Results: Our objective is speed to market, having at max a 72 hour turn around in our reconditioning process. Looking to see if there is a bottleneck in service or parts. Do we have the right techs working on the right jobs and are we keeping the right “fastest” moving parts available.

Describe your action plan in detail (be specific and include before and after measurements) We have simply put together a shared filed that is viewed by all department heads (GM, GSM, Sales Manager, Service Manager, Parts Manager and Lot Manager). With this we can track the process of our used car reconditioning and keep the different departments accountable.

Timeline: Describe specific short term and long term checkpoints to monitor progress Simply staying on top of the shared spread sheet to monitor the progress thru reconditioning. Having a 72 hour clemency on fresh units and putting anything older than 72 hours on high alert.

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: All department heads must use this file and note as the process is done in their department. We must keep them accountable in the process all managers involved and question when it is not running at 72 hours or less
- b. What: The Speed to Market on our reconditioning process thru service and out on the lot and website. The consequences could be a reduced rate to the sales department if they are not working efficiently.
- c. By When: Process was started Jan 2nd and is currently doing well.
- d. How: Monitoring daily and bringing them up as the trade walk happens every morning. We will also be looking at the metrics at our weekly department head meetings.

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:
