

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Special order parts rack is full and aged

Overall Objective:

Delivering parts to the customers ASAP and not let them turn into obsolescence.

Proposed Timeline

We will have this policy issued by February 4, 2019

Action Plan

Write a SOP policy to address the aged and non returnable parts. Collect for non returnable parts up front. Once the part is r

Requirements

1. To implent SOP procedure immediately.

2. Alyssa Hoot the parts shipping and receiving employee will call the customer once the part is at the store. She will document the call. She will go through the rack daily to try and reach out again to customers as well as the shop.

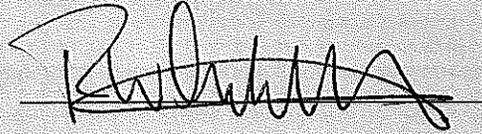
3. Ryan Firsdon assistant parts manager will go through the list weekly to run a parts in stock with no demand report to track the progress. Darren Low the parts manager will go over the report once a month.

4. General Manager will look ath enumbers quartly and go over at the annual budget meeting.

5. Cost will be \$750 first month to start the project in additional time. Once we clear out the aged problem should not take any ad

Projected Date of Completion:

Sponsor Signature:

A handwritten signature in black ink, appearing to be "R. Johnson", written over a horizontal line.

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /