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| #DIV/0! |
| 74.00% |



Departmental Action Plan

Dealership

Academy Week

Class & I

Current Situation

Special order parts rack is full and aged

Overall Objective:

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

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 i

Requirements

To implent SOP procedure immediately.

1.

2. Alyssa Hoot the parts shipping and receiving employee will call the customer document the call. She will go through the rack daily to try and reach out aga

3. Ryan Firsdon assistant parts manager will go through the list weekly to run a the progress. Darren Low the parts manager will go over the report once a m

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

5. Cost will be \$750 first month to start the project in additonal time. Once we cle

Projected Date of Completion:

March 1, 2019

Sponsor Signature: _____

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

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI /

Student Name R.C. Euler

Student Number 040-03

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**

e.

non returnable parts up front. Once the part is r

once the part is at the store. She will
in to customers as well as the shop.

parts in stock with no demand report to track
month.

udget meeting.

ear out the aged problem should not take any a





