

Implementation of new ideas and procedures

1. What are three processes, procedures, or ideas that you want to implement when you get back to your Dealership that will drive the biggest opportunities?
 1. **Expanded use of PDL**
 2. **Improved introduction to service by salesperson**
 3. **Show customer how to use the Lincoln Way App to schedule 1st appointment and PDL**

2. How are you going to announce each of these to your team?
In a round table meeting so as to encourage feedback and buy in.
3. What are the milestones of getting this completed?
 - a. **Dates - Set dates and timeline for implementation**
 - b. **Process**
 1. **Meet with management - October 10, 2018**
 2. **Meeting with Sales and Service Team - October 17, 2018**
 3. **Put all procedures in place by - October 24, 2018**
 - c. **Plan - Implement all phases by - October 31, 2018**
 - d. **Meetings - With sales and service management**
 - e. Etc.
4. What changes are needed?
 - a. **Facility**
 1. **Paint interior of Service Lounge**
 2. **Upgrade and repair seating in Customer Lounge**
 3. **Parking Lot Lights repaired**
 4. **Parking Lot up front recoated**

 - b. Technology
 1. **Continued training of employees to use all available communication options**
 2. **More interaction with customers using APPS, E-mail**

 - c. Personnel
 1. **Added Technicians**
 2. **Janitor for Service Shop**

 - d. Role Descriptions
 1. **Train each employee to effectively carry out their part**
 - e. Daily Duties
 1. **Assign and create schedules.**
 - f. Costs (How do you sell this to your GM)
 1. **I am the GM**

- 1. Most of these changes only involve training other than painting and parking lot coating**
- g. Other
- 5. What do the next 30 Days look like?
 - a. **Busy**