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Departmental Action Plan

Dealership **Kenworth of Pennsylvania**

Academy Week **ATD Fixed Operations 1 - Parts**

Class & :

Current Situation

Our current situation stands we are not within guide sales per employee.

Overall Objective:

The overall objective is to increase overall sales per employee to be at guide of Department.

Proposed Timeline

The posted timeline for this objective is 2 months.

Action Plan

Describe necessary actions to reach desired result: We recently added two Ous

Requirements

Meeting with Dealer: Frank Miller

- 1. Action Proposed: Increasing sales per employee.**

Meeting with stakeholder(s) (dealership personnel): Ron Reed, Rob Eustice, N Clarence Weiler, Counter Staff, Warehouse Staff, Service internal Staff.

2. Describe what is in place to support desired goal: Weekly meetings to review pr support, phone adequateness of counter staff, order makers not order takers in plac ~~showing what sales were gained/lost ner day. daily coaching to be done by the Part~~

Accountability: Monitoring progress: Daily

Who: Melissa Motter, Ron Reed, Rob Eustice

3. What: Insure all staff is supporting our growth, handling new business proper accordingly.

By When: December 27, 2018

How: Response times, Deliveries, Phone Adequateness to new customers, up

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: Daily measurements will be sent via email on the sales to g staff meetings the Parts Manager will speak on behalf of the progress to infor reports showing total sales per counter person and oustide parts salesmen.

5. Estimated cost for implementation: There would be additional cost of fuel and

Projected Date of Completion:

March 31, 2018

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name

Student Number

of \$52,000 per employee in the Parts

side Parts Manager's to two separate growing territ

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

late Bird, Dave Cardwell, Matt Zelinsky,

progress, accountability of those not willing to
be, daily measurements will be sent to all staff
s and Service Manager to their staff to encourage

ly, supporting new outside parts salesmen

selling

goal for that particular day. During the weekly
m other staff. We will also be running monthly

d a sales guarantee for the newly added outside









