

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Frank Miller Sponsor's Signature 

Date 12/28/18

Very truly yours,

Departmental Action Plan

Dealership **Kenworth of Pennsylvania**

Student Name **Melissa Mottter Shoemaker**

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

Class & Student Number **040 17**

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 \$52,000 per employee in the Parts 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 Outside Parts Manager's to two separate growing territories.

Requirements

Meeting with Dealer: Frank Miller

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

Meeting with stakeholder(s) (dealership personnel): Ron Reed, Rob Eustice, Nate Bird, Dave Cardwell, Matt Zelinsky, Clarence Weiler, Counter Staff, Warehouse Staff, Service internal Staff.

2. **Describe what is in place to support desired goal:** Weekly meetings to review progress, accountability of those not willing to support, phone adequateness of counter staff, order makers not order takers in place, daily measurements will be sent to all staff

Accountability: Monitoring progress: Daily

Who: Melissa Motter, Ron Reed, Rob Eustice

3. **What: Insure all staff is supporting our growth, handling new business properly, supporting new outside parts salesmen accordingly.**

By When: December 27, 2018

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

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 goal for that particular day. During the weekly staff meetings the Parts Manager will speak on behalf of the progress to inform other staff. We will also be running monthly**

5. **Estimated cost for implementation:** There would be additional cost of fuel and a sales guarantee for the newly added outside

Projected Date of Completion:

March 31, 2018

Sponsor Signature:


(Frank Miller)

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /