First Time Fill Rate

TransEdge - Pittsbur	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
1/9/2019	29	25	0	2
1/7/2019	7	2	0	3
1/8/2019	9	6	0	1
###	1	0	0	0
###	1	1	1	0
1/3/2019	1	1	1	0
1/4/2019	1	0	0	1
1/2/2019	7	5	0	0
Totals	56	40	2	7

40

%
86.21%
28.57%
66.67%
0.00%
100.00%
100.00%
0.00%
71.43%
#DIV/0!
#DIV/0!
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#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
71.43%

Departmental Action Plan

Dealership TransEdge Truck Centers-Pittsburgh

Student Name Anthony DeJulia

Academy Week 2

Class & Student Number 040

Current Situation

We currently do a mediocre job of upselling in regards to when customers call in for parts. Our current OEM does not have a program to suggest upsell parts on specific components.

Overall Objective:

To develop a procedure whereas the counterman are supplied with a bundled list of related upsell components, that they can quickly offer to the customer. Goal is to increase revenue by a minimum of 5% from a monthly average of $900k to $945k

Proposed Timeline

30 days

Action Plan

1. Involve Parts Manager and assemble a team of seasoned "experienced parts personnel" to identify related parts 2. Input related parts list into each individual major component part number profile 3. Ensure dropbox works when desired part number is searched and selected

Requirements

1.
Meeting with Dealer: 12/01/18

Action Proposed: To move forward with new procedure to increase upsell revenue

2.
Meeting with stakeholder(s) (dealership personnel): 12/01/18

Describe what is in place to support desired goal: Approval from senior leadership, Parts Manager buy in and knowledge
Training / Coaching / ±Consequences related to results / Pain & Gain

3.
Accountability: Monitoring progress:
Who: Parts Manager
What: Implementation
By When: December 1, 2018
How: Weeekly review by Parts Manager and GM

4.
Describe checkpoints that have been established to measure progress:
 Weekly

Date(s) for review: 1/02/2019, 2/01/2019,3/01/2019

5. Estimated cost for implementation: $0.00

Projected Date of Completion:	01/02/2019	Sponsor Signature:	

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

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

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