

Parts & Service Action Plan

Parts Department: Parts Department currently utilizes two dealerships for complete inventory.

The Hyundai location has reorganized parts room and will be building shelving Racks in spare rooms to start to bring over more of Parts inventory, in order to Increase fill rate times and not relying on shuttle trucks between stores.

Parts Department has hired and trained new parts personnel allowing for Parts Manager to preform sales calls to local wholesale shops in the area. Parts Manager Will also deliver created flyers with dealer specials, and information of complete Product and manufacturer lines from dealer group so other makes and models Parts can be sold from same location.

Develop with sales dept, accessories special, upon purchasing vehicle sales will Offer a accessories pack with a discounted rate to be added to purchasing price Or customized accessories to customer needs, boosting parts sales and profit on Front end of deal.

Reevaluated pricing profiles for customer accounts and internal rates with GM. Adjusted billing percentages to internal used car accounts and shifted all after sale Additions from sales dept to service and parts, tinting, leather, etc..., now all billed Through Parts Department with standard mark up.

Training, Parts Manger to sign up and receive parts training through Hyundai, and Parts Manager has assigned training courses for assistant. Will have expert Certification for all Parts Department employees by end of 2019

Open PayPal account for parts dept allowing customers to purchase and pay for
For parts online and pre-pay for special order parts and allow for direct shipping
To customers.

Service Department: New Service Director in Place, added additional Tec's to shop with intentions
Of adding additional team members in shop to increase productivity.

Pay plans reviewed and adjusted accordingly for Tec's, more focus has been
Placed on the flag hour, with incentives for different tiers of performance. Spiffs
And daily progress reports are made available to all Tec's with weekly meetings,
On job performance conducted by Service Manager.

Tailored pay plans for service advisors with emphasis placed on CSI scores, and
Pay plans structured at levels for added bonus's when goals are met.

Check pricing, adjusting parts warranty mark up % and adjusting warranty labor
Rate, also checking surrounding dealers for maintenance packages pricing and
Making any adjustments needed to be competitive in market.

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 CHUCK ASHLEY Sponsor's Signature 

Date Jan 30, 2018

Very truly yours,