

Departmental Action Plan

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Class & Student Number: N-338, 21

Academy Week: 4

Current situation or challenge you want to address:

Challenge: cost information for used inventory in CDK is not properly updated, affects deals- ROs, invoices, etc- sales managers don't know how much they can work with the customer/the actual cost of a vehicle.

Inventory management: wholesale cars specifically. Tracking each step is difficult for our company (high turn over of used car managers this year). The flow of the spreadsheet we use on google docs- hiding lines that are taken care of (dean isn't waiting on anything so we can hide line) need to keep track of arbitration returns better.

Now we have to do wholesale report of sales online and can we print from AVRS to act like a sale sheet? Need access and figure out how to do this online.

Overall Objective and Specific Desired Results:

Sales managers to know what the actual cost of a vehicle is (original price, recon, etc) so they know how much room they have to work with a customer to make a deal happen.

Keep track of wholesales effectively so our used car manager knows when we have posted the deal, sent title, and received money. I want to get some ideas from others in class about best practices for keeping track of wholesales.

Become compliant with DMV about wholesales.

Describe your action plan in detail (be specific and include before and after measurements)

Figure out which data Vauto pulls from our DMS (CDK) and verify which lines need to be entered in and what translates between functions in CDK too.

Research software that keeps track of wholesales or come up with a better spreadsheet (or add additional pages) so it is more user friendly. Right now, our 'used car spreadsheet' is pertained to service and the recon process (how long it takes to get a vehicle through service and ready to sell, etc) not necessarily user friendly for others that need to use it.

Timeline: Describe specific short term and long term checkpoints to monitor progress

Short term: daily update the spreadsheet and check in with Dean, used vehicle manager, and make sure the updates to the spreadsheet are making sense and that we're not missing any important info in the office.

Also, when it comes to pricing for sales managers, check on a weekly basis that everything is still running smoothly.

Long term: since we've been doing our short term checks, long term shouldn't be too big of a problem. Everything should run smoothly after checking in with the appropriate people that they can see all costs on a vehicle.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. **Who:** Barry- GSM, Pete- Dealer
- b. **What:** problems with used vehicle department- managing wholesales and costs associated with vehicles not being displayed properly
- c. **By When:** March 1st
- d. **How:** Get with CDK and Vatuo and determine the root of the issue.

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:

Problem was described, we were all in agreeance that it was something that needed to be addressed. Fixing our spreadsheet for wholesales was a quick easy fix, we all agree that we will have to dig and determine why we keep running into the same problem- cost of a vehicle not being accurate. Becoming compliant with the DMV (submitting the wholesale form online) will just take some training.
