

Management Action Plan – VO1

Student Name: Rick Ray

Dealership: MY Chevrolet

Class & Student Number: N342-24

Current situation or challenge you want to address (narrow your focus):

Current situation that needs immediate attention is Days To Market. Taking way too long to get cars on the lot.

Guide is 3 days, it takes us that long to find the keys !!

Overall objective (goal) and specific desired results:

Goal is to get pre-owned vehicles ready for sale and on website within 3 days per NADA guide.

Describe your action plan in detail (including before and after measurements):

- Move all recon to building 4 (separate building on property)
- Ana will be responsible to write up repair order and track.
- Ana will be responsible for obtaining parts from main store to help increase technician efficiency.
- Ana will work with Used Car Manager to set up Touch-Up, Windshield repair, detail Etc.
- C.J. will add vehicle to V-Auto, print buyers guides and window sticker, set up for photos.
- Christian / Ana...Set up google doc to track flow and timing to get vehicles to market.

Timeline: What is your implementation date? Describe specific short-term and long-term checkpoints to monitor progress.

- Goal is to have building ready by March 1st, 2019
- Have google doc set up by March 1st and review with Sean, Curt, Rick
- Expect to have days to market down to 7 days by end of March
- Will review mid March to see where deficiencies are. Detail will be an issue.
- Goal for 3 days to market by end of May

Meeting with Stakeholders (dealership personnel):

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences, including timelines / accountability / process monitoring activity.

1. Who: Curt, CJ, Ana, Sean, Rick
2. What: Review process and days to market
3. By When: March 31st, 2019
4. How: Review Google Docs

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:
