

Management Action Plan – VO1

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Dealership: Central Houston Nissan

Class & Student Number: 339B

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

Our current situation is we are taking way too long on getting vehicles front line ready. We must make this turn ratio down. The challenge is we are having is there is no process put in place. Nobody holding the service department accountable to expedite recon. Also, better quality of photos, maybe some videos.

Overall objective (goal) and specific desired results:

My goal is installing a WIP (work in progress). Having a WIP will help managers know how quick their cars are going through service. The WIP will hold everyone accountable, also allow managers to know how much recon they are putting in the vehicles. Finally, when the vehicle is finished going through service the my photographer can take better photos and start doing videos.

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

My action plan is to install a WIP (work in progress) document that is on a live feed like a google drive. For example, When the car gets traded for or bought. The vehicle gets put on by our internal service writer the next morning and starts the recon process. This job is monitored by the internal service writer, service manager, and pre-owned manager. This is strategic to keep everyone accountable and to authorize extra reconditioning. Immediately after is when the photographer takes photos and videos of the vehicles to be displayed online.

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

I have already implemented this as of Jan 15th of this year. Immediately, it started making putting people accountable and make the process faster. I personally check this document weekly, the two managers and service writer check daily.

As for a long-term goal, I keep planning on seeing this process going. The monitoring process would stay the same as short term. I'm anxious to see how much quicker we get the vehicles front line ready. Hopefully, within 3 days like guide. If this process proves itself then I would like to implement in all our other stores in the company.

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:** Porters, internal service writer, pre-owned manager, service manager, photographer
2. **What:** Installing google drive(WIP) for all people listed above, this will require a little training but it will be updated in real-time. All personnel is responsible for this list. The photographer is responsible to make sure the porters clean the car properly after going through service. The only problem I forecast is that the manufacturer is so strict on what you put our website. Need further investigation on how the manufacturer cares about shooting videos and displaying on site.
3. **By When:** As of 1/15/19 the WIP is been put in place. Now, as for the for the photographer being able to upload the videos on our website. I will know something before 3/1/19.
4. **How:** As discussed above

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:
