

## Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Customers do not respond to SOP in a timely manner. Numerous attempts are made to establish contact and setup appointment for installation of SOP.

Overall Objective:

Reduce the amount of time it takes for customers to come in after receipt of SOP.

Proposed Timeline

15 Days

Action Plan

In order to expedite installation of SOP, we will utilize PDL services.

## Requirements

**Met with Fixed Operations Director and Service Manager.**

1. **Proposed that we use the PDL process to expedite the special order part installation**

**Meeting with Fixed Operations Director and Service Manager.**

2. **Parts Counter person will notify Service Advisor when part arrives, Service Advisor will coordinate pick-up of vehicle customer and PDL vendor.**

**Accountability to Monitor progress:**

**Who: Service Manager and Parts Manager will insure part(s) is available day before scheduled PDL.**

**What: Confirm part is available**

3. **When: Day before PUDL**

**How: Utilize PDL Vendor to pick-up vehicle so that we can install SOP and deliver to customer**

**Date reviewed: January 31, 2019**

4. **Weekly and Monthly progress checks by Fixed Operations Director and Service Manager going forward.**

5. Estimated cost for implementation: We will utilize PDL funds from Lincoln. \$0 cost to dealership.

Projected Date of  
Completion:

January 31, 2019

Sponsor Signature:

John Keith

Evaluation of Results: Include measured results.

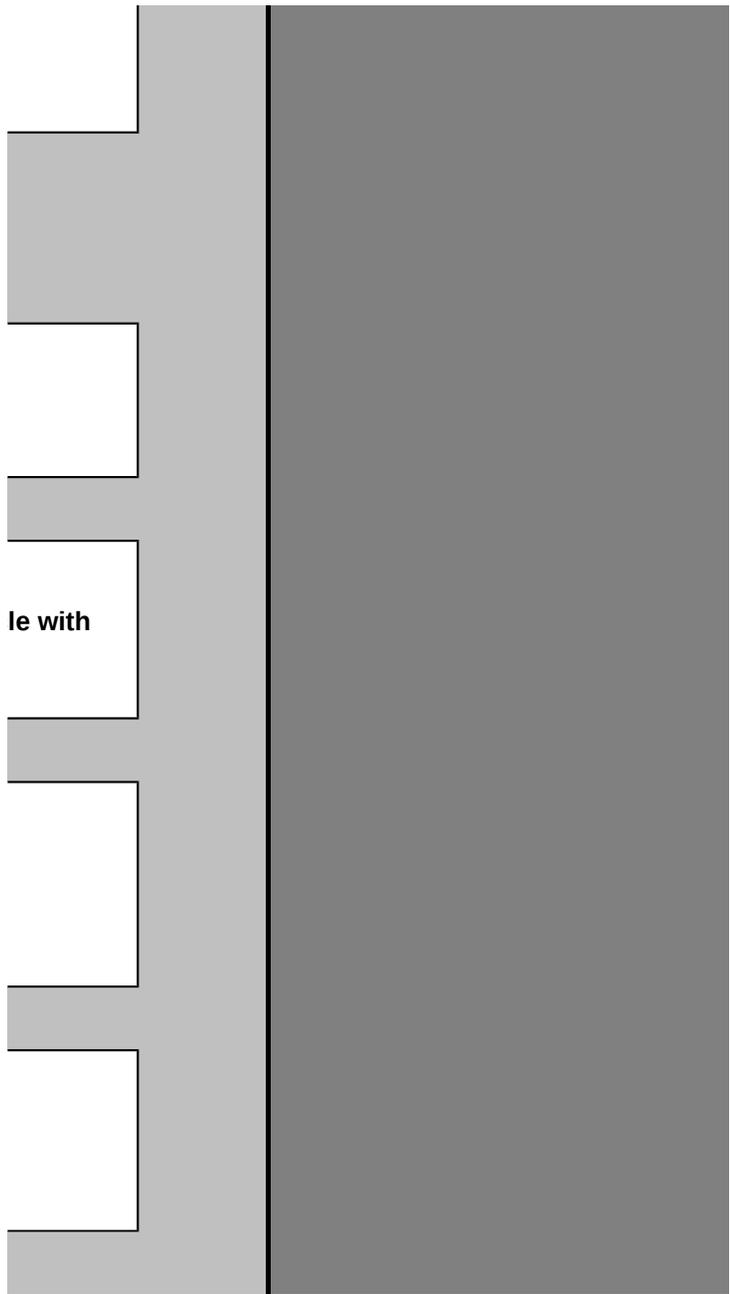
(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / All areas will be impacted.

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



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