

Departmental Action Plan

Dealership: Volvo of Mississauga

Student Name: Thomas McMillan

Academy Week: 2

Class & Student Number: N345

Current Situation

The parts department is tracking special orders by assigning customer numbers to the parts when they arrive in which has no particular order. Once the part arrives they give a 'parts slip' to the service advisors so that service can notify the customer. The service advisor will attempt to call the customer and book them in for an appointment, however, if the customer does not pick up then a problem arises. The advisor will typically forget that the customer did not answer, and there is no further followup and the part is left on the shelf for many months until it is returned.

Overall Objective:

The overall objective is to increase our special order parts penetration in terms of getting the parts on to the vehicle once it arrives. This will increase both parts sales, decrease returns, and increase labour sales. This will also increase customer satisfaction as we frequently receive complaints that we did not notify a customer that the special order part has arrived, which may be due to advisors not following up with a special order part.

Proposed Timeline

This was a fairly simple change that was implemented within the first week of class being completed and is not in practise.

Action Plan

- 1) The new system is a hierarchy in which the newest parts are placed on the bottom two shelves in the parts department. Every month that passes the parts department would move the parts up a self to indicate the amount of months that the part has been sitting on the special order shelf. This will allow the parts advisors to visually see how many parts are aging on the shelf instead of having the parts randomly sorted.
- 2) Special order part slips are now given to the service manager, and the service manger would sort out which cars are here at the dealership. For the vehicles that are on the road, the parts slip would be given back to parts department so they can continue to contact the customer bi-weekly until the appointment is made and the part is off the shelf. For cars at the dealership, the service manager would give the slip to the advisor that is working on the vehicle.

Requirements

Meeting with Dealer: Done
1. Action Proposed: Done and implimented

Meeting with stakeholder(s) (dealership personnel):
2. Describe what is in place to support desired goal: We have met with the parts manager, and parts advisors to give examples of why the current system does not work. We worked together to develop the perfect system as to minimize any future potential problems. We then talked to service to discuss how the new system will work.

Accountability: Monitoring progress:
Who: Thomas McMillan
3. What: Monitoring
By When: Monthly
How: Asking and seeing

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
4. Date(s) for review: Monthly

5. Estimated cost for implementation: None

Projected Date of Completion: January 21st 2019

Sponsor Signature: 

Evaluation of Results: Include measured results. (± Metrics)
Impact Areas: +CSI/Sales
Sales / Gross / Expenses / Net Profit / CSI /

Verification Form Regarding the Departmental Action Plan

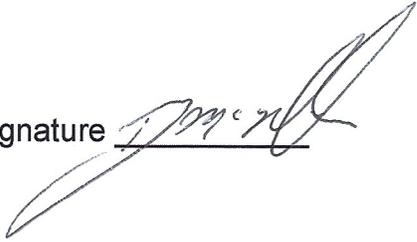
Fixed Operations 1 Week Post- Class Homework Assignment

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 Robert McMillan

Sponsor's Signature 

Date Feb 25/19

Very truly yours,