

Management Action Plan – VO1

Student Name: Curtis Moore

Dealership: Metro Ford of OKC

Class & Student Number: Class N342-26

Current situation or challenge you want to address (narrow your focus): Currently vehicles pictures and Recon are taking between 5 -10 days.

Overall objective (goal) and specific desired results: Get quality pictures up in one to two days and Recon in three to four.

Describe your action plan in detail (including before and after measurements): Vehicle will be stocked in, checked into service with designated service writer, and brought straight to detail. Now that we have a specific writer to working with the used car manager will make communication more efficient. The used car manager is going to start a log book for acquired vehicles to track the them and to have references to vehicles in progress if he is not there. With the vehicles being detailed right away will allow the camera man to take quality pictures to put on the sight to be viewed and inquired on. Then UCI's will go as normal and with designated service writer and the used car manager with a personal log will cut wasted time (sometimes days with forgetting about a vehicle) dramatically. These simple processes and good communication I am confident will take our 7 day lot ready vehicles to 3 with parts

hold exceptions while having vehicles with ready to sell pictures to draw customers in.

Timeline: What is your implementation date? Describe specific short-term and long-term checkpoints to monitor progress. We have a custom report to measure online ready pictures and with the log book I can see where the vehicles are in UCI process. This will start April 1st.

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: Used Car Manager, Camera Man, Internal Service Writer, Lot Porter/Detail Specialist
2. What: Used Car Manager needs to stock vehicles immediately and log into log book with date and time. Vehicle will be brought to service and checked in with time stamp and brought to detail. Service Writer will send used car manager an email for a time stamp and call him if needed so he can note in log book and can communicate to camera guy which vehicles are ready to be photographed and put on sight. Vehicles will be put in designated used car parking and returned to service writer who will send email to used car manager for time stamp and continues through service suggested maintenance will be emailed for approval and when vehicle is done. Used Car Manager will inspect vehicle and put it back on the lot.

3. By When: April 1st.
4. How: Used Car Manager has already initiated and is confident and is owning it himself which is key for the success. Everyone involved is benefiting from it so there is no reason to not follow through.

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:
