

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 TOM SWIRUP Sponsor's Signature 

Date 4/2/19

Very truly yours,

Departmental Action Plan

Dealership: SUNTRUP FORD WESTPORT

Student Name: ANDREW SUNTRUP

Academy Week: Fixed Ops 1

Class & Student Number: N346

Current Situation:

THE SPECIAL ORDER PARTS AND PARTS RETURN POLICIES ARE NOT ACCEPTABLE

Overall Objective:

CREATE BETTER PROCESS FOR THE SPECIAL ORDER PARTS AND RETURN PARTS POLICIES

Proposed Timeline:

45 DAYS

Action Plan:

First, get with the parts department and make them aware and acknowledge there is a growing problem. Second, Put processes into place to correct these issues. For example, when customer or service in SOP, they pay for SOP up front and pay for labor once part comes in. This insures the customer will not go elsewhere because they have already paid for parts upfront. Also implement a return policy. Have a 21 day return policy for parts that were ordered and not picked up or not sold. This insures we take advantage of not having to pay for returns as long as they are returned within 30 days.

Requirements:

1. Meeting with Dealer; Action proposed => To create a sound proof SOP policy/return policy

2. Describe what is needed to be in place to make policy work: Employee/personnel Accountability

3. Accountability monitoring process: who=> Gordon Johnston, Vern Surphin, Mark Dreiswald. What=> SOP/return policies. When=> 45 days. How=> accountability

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Date(s) for review: Weekly review of all outstanding SOPs still on shelves

5. Estimated cost for implementation: 0

Projected Date of Completion:

45 days

Sponsor Signature:



Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

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