

**Action Plan**

<b>Task</b>	<b>By Whom</b>	<b>Completion Date</b>	<b>Status</b>
Service Manager/Parts Manager to meet weekly to review parts availability issues	Service Manager / Parts Manager	Weekly	First meeting held June 12
Service Writers to provide daily update at 2pm of ROs with parts outstanding to Parts/Service Mgrs. And GM	Service Writers / Parts Manager/Service Manager/ GM	Daily	Implemented June 5
Performance Review for new back parts counter persons for 1st/2nd shift at the end of 90 days	Parts Manager	September 30, 2017	
Add flatscreen television for service department Rapid Check Display in next year's fiscal year budget requests	Service manager	October 15, 2017	
Implement monthly service review and pace meeting with Service Manager and GM	Service Manager / GM	July 1, 2017	
Implement monthly service review and pace meeting with Parts Manager and GM	Parts Manager / Parts Director / GM	July 1, 2017	
parts processes to decrease the warranty submission time	Service Manager / Warranty Manager	August 1, 2017	
Enter commonly used SRT times into new business system to build a technician base for information	Service Writers / Warranty Manager	December 31, 2017	In Process 50 complete
Hire new technician for 2nd shift	Service Manager	ASAP	Job posted, in process