

Management Action Plan – VO1

Student Name: **Ray Horne**

Dealership: **Landers McLarty DCJR Fiat Alfa**

Class & Student Number: **N341**

Current situation or challenge you want to address (narrow your focus):

Reconditioning: The time it takes for a vehicle to hit the lot, after it is traded or purchase from the auction. Currently our process for reconditioning is broken. There is no rhythm or reason to how long it should take for a vehicle to be retail ready.

Overall objective (goal) and specific desired results:

- * Have trades and auction purchases ready for sale within 36 hours.
- * Have a process where as the inventory manager and the service manager can reduce the delay in getting vehicles frontline ready.

Describe your action plan in detail (including before and after measurements):

The inventory manager emails the service manager a list of vehicles that have just been traded, to evaluate which vehicles are retail and which are wholesale. Once that's determined, have the vehicle inspected for safety and mechanical repairs.

Complete as much as can be completed on day one. Day two, should be for parts that were ordered to be placed on the vehicle and by the third day, the vehicle should be detailed and ready for lot placement.

The Pre-owned department manager, will hold a weekly used inventory schedule meeting, to measure the amount of time it takes to get vehicles retail ready and determine if there are any glitches in the process.

Timeline: What is your implementation date? Describe specific short-term and long-term checkpoints to monitor progress.

The short-term goal is to determine, who in these departments will be able to follow this process and make sure that they have the necessary tools to complete them.

The long-term goal is to have a reconditioning department that is dedicated to getting vehicles lot ready within 2 days, with an overall goal that the pre-owned department can maximized their market day supply for maximum gross profits.

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:** Pre-owned manager and service manager.
2. **What:** Develop a process for a thirty-six-hour lot ready, trade or purchase.
3. **By When:** Now, during the spring selling season.
4. **How:** By showing them (pre-owned manager and service manager) the benefits of making this process work.

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:

My sponsor wants me to measure the results and show him a higher ROI.
