

Post Class Action Plan

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Bravo Cdjr Class 345

Problem SOP

We have too many SOP in stock without being claimed by the customers

We enhance our system to make sure every SOP gets processed in a timely matter

And installed efficiently every time, without exceptions.

Customer special order process

- Check in special order parts
- Tag SOP with date and time of the arrival.
- Place SOP on the SOP shelf according to Customer's last name initial.
- Print copy of SOP's with date and time of arrival.
- Hand all the SOP's with the car down to Evan park (new employee). Evan will call and
Inform the customer that their SOP has arrived and to further set up an appointment.
- Evan will let the Service advisor know that he has scheduled an appointment with the customer
and will coordinate everything until parts get installed .