

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

The Special orders parts is not at full efficient potential due to changes made by the new Parts Manager. The lack of communication and training of the employees of the department are also reducing productivity. The previous mgr wasn't very computer savy and didn't use the right software to keep efficient track of all the SOP parts. Which would later become part of the big obsolescence problem we have in our department. Which will be an ongoing problem that will take atleast six months to see some improvement.

Overall Objective:

Created a system where the special orders get procesed by contacting the customers first and coordinating with the service adviser to set up a date to install and finish the job.

Proposed Timeline

Time frame should be within three months.

Action Plan

We hired a new employee to process all special orders parts upon arrival which will be monitored by the Service & Parts man

Requirements

1. Hire new employee to handle special order parts.
2. Meeting with the Parts Manager to intel on new hire's responsibilities, while tracking progress biweekly.
3. Accountability: Monitoring progress: Parts Manager
Who: Jason Alonzo and Gary Daniels
What: SOP process
When: 90 days
How: Reports runned biweekly
4. First arrival of SOP will be inputted into system creating an alert notifying person in charge (new hire). Second SOP will be placed into proper shelf, then the customer and Service Advisor will be contacted for installation appointment.
Parts and Service manager will be monitoring progress biweekly.
5. Cost of a new system will be around \$2500 a month.

Projected Date of Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Areas most impacted will be the improvement of Gross Sales, Net Profit, and CSI. While simultaneously eliminating our department's biggest problem of obsolescence.

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