

Management Action Plan – VO1

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Dealership: Beaver Truck Centre

Class & Student Number: 040 - 26

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

-The biggest concern I took away from VO1 class, was our excessive reconditioning time. This stems from our Used Truck Manager lacking engagement and overall organization. Currently we assign trucks for reconditioning as our recon staff ask for them rather than developing a plan for each truck when they arrive.

-Currently we are seeing trucks sitting for a month or more on some occasions before being worked on or reconditioned for the front line.

-This results in either disengaged sales people and/or sometimes the sales rep will show a truck before it is ready, which results in a bad response from the customer. Furthermore, by the time we inspect the trucks we lose any credibility to hold the customer accountable for any items that don't meet our trade requirements.

Overall objective (goal) and specific desired results:

-The overall objective is to develop an intake and re-con procedure to get trucks front line ready within 14days or less.

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

-As previously mentioned we are currently a month and sometimes longer before a truck is front line ready. My action plan is to reduce this time to 14 days or less.

-First task is to meet with the Used Truck Manager and develop the procedure together.

-Ideally the Used Truck Manager will check in the truck to make sure there are no red flags immediately.

- Used manager would then book the truck into the shop immediately for our used truck inspection. After inspection, Used Truck Manager will approve or deny any repairs as required per vehicle. (also contact customer at this time if any items did not meet our trade guidelines)

- While the mechanical inspection is under way the Used Truck Manager will perform a body/interior inspection with our used truck recon dept. to make a game plan once the unit leaves our service shop.

-Once out of the service shop, truck would go to body shop if required (body work/sand blast & paint frame, etc.)

-Final step would be to run through our detail bay and perform the final clean up inside and out.

-Once truck is ready, the detail technician would bring the truck to our staging area for the Sales Coordinator to take pictures and immediately add this truck to our website as well as any other marketing avenues we use (MarketBook, AutoTrader, etc).

-Furthermore, the Used Truck Sales Manager can now engage the Sales Representatives & market the truck accordingly.

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

-The timeline for implementation is immediately.

-I feel this is a process that can be measured and adjusted on a truck by truck basis, making changes to increase efficiency as we go.

-One immediate change we are going to make is adding an employee to the Re-con process. We are currently working with one which is not enough to handle our volume. (Since starting this Action Plan we have already hired the second employee)

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: Used Truck Sales Manager – **needs to be more engaged and organized. We have now had this discussion.**

2. **What:** The Used Truck Manager will now have a proper procedure to follow and will now have a plan for each truck rather than just give trucks to the recon staff as they ask.
3. **By When:** Immediately – now that we have a procedure in place we are able to hold the people involved accountable.
4. **How:** We will be monitoring the activity and addressing concerns with the staff as they arise.

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:
