

## Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

**Current Situation**

DCH Department Managers create an AOP (Annual Operating Profit) for the following calendar year which outlines goals and objectives for each month. After spending time with the Parts Manager - the parts team members are currently receiving a snapshot view of the current Department Performance via an email from the Parts Manager. As a Department Manager at a Lithia Store that believes in rewarding high performers. It honestly starts with setting goals for your employees, helping them achieve those goals, and continue to improve them.

**Overall Objective:**

Objective is to increase Sales, increase Gross Profit, monitor returns per Rep, GP%, and setting goals to achieve AOP for the calendar month. DCH Kay Honda's Parts Department achieved the following % in relation to the AOP - January 116%, February 97%, March 99%. Objective Goal is to illustrate, motivate the staff to achieve greater numbers, allow them to think outside the box, and encourage them to find innovative ways to generate gross for the Parts Department and finish over 100% AOP.

**Proposed Timeline**

Motivator Board will be Operational by Wednesday 5/8/2019. The Parts Manager and GSM have sat down to review Goal Setting and Outline Performance efforts to achieve 100% AOP for the Parts Department. Motivator Board is created on an Excel Worksheet and projected onto TV- visible to the Parts Counter Employees. Morning updates to the board are input so the employee can reflect on areas of opportunity.

**Action Plan**

The philosophy behind the success of this action plan lies with the concept- When an employee knows better they do better, and this is accomplished with the installation of a Motivator Board. By displaying the Sales Progress on a Daily Basis, management can set and outline individuals goals, and illustrate how Department Goals are achieved. Not to mention build team morale, friendly competition in a sales environment, and reward high performers on the team.

**Requirements**

1.
2.
3.
4.
5.

**Projected Date of Completion:**

Sponsor Signature: \_\_\_\_\_

**Evaluation of Results:** Include measured results.

(± Metrics)

**Impact Areas:**

Gross Profit and Employee Performance. We believe educating and making the team stronger is the only way to increase department performance. I will included Last Years Monthly break down figures for the employees, and we are looking to set goals to build on last years efforts and strive for employees to achieve constant improvement. They will not change if they don't have direction.

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