

# Departmental Action Plan Template

Student Name: **Eric Tracy**

Class & Student Number: **The N341-16**

Academy Week (Var II):

Current situation or challenge you want to address: (must be quantifiable) **We need to decrease Sales comp per new car unit sold to be more in line with area and market. Also need to increase new car units.**

Overall Objective and **Specific Desired Results**: **Reduce average New Car Unit payout from 766 to 699**

Describe your action plan in detail (be specific and include before and after **Measurements**) **We are going to lower the payout percentage on gross and remove the unit bonus on used. We are paying out to high of a percentage (Due to the SSI Kicker) on total gross and not emphasizing on units. We are going to change the pay plan to account for both.**

## Timeline:

Describe specific short term and long term checkpoints to monitor progress: **I will be monitoring the adjustment monthly and will do a 6 month review to compare our store to the area and market.**

## Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain). Include timelines / Accountability / Monitoring process

- a. Who: Sales. Sales Managers. General Managers. HR. President
- b. What: Implement New Sales Pay Plan
- c. By When: 4.1
- d. How: In a one on one meeting

## 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:

**We went over the new pay-plan in our sales meeting. Having the sales staff ready it in its entirety. We gave examples of payout based on past performance and set the new standard for minimum sales expectations. We spoke about why the change was needed (To increase production and to streamline gross payout) To my surprise the new pay plan was well received.**

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