

Management Action Plan – VO1

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Dealership: JONES TOYOTA

Class & Student Number: 344-06

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

RECON:

BUMPERS, DOORS, HOOD, BODY WORK, PAINT WORK

Overall objective (goal) and specific desired results:

ADD A NIGHT SHIFT TO THE RECON PROCESS IN THE BODYSHOP. TO ALLOW THIS NEW PROCESS TO ONLY FOCUS ON RETAIL RECON AND REPARATE FROM CUSTOMER PAY SINCE THEY ARE WORKING NIGHT SHIFT.

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

We're adding a second shift body man and painter to work from 5pm -3:00am to use our body shop facility to catch up with the recon work. This will allow us to get these units on the lot faster. By doing so will allow us to be more profitable by reducing the recon process on units that need extra recon. We will expense out the salary of our new guys to the department and the work to cost of sale.

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

We're working on this now to be able to start ASAP. We will monitor to make sure the expense stay in control and the process is smooth.

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: Body shop manager
2. What: Hire
3. By When: Asap
4. How: Referral and asking around maybe an aD

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:
