

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Scott O'Neal Sponsor's Signature 
Date 7-3-17

Very truly yours,



Kenworth of Louisiana Parts Department 2017 Action Plan

Goal: The goal of the Kenworth of Louisiana parts department is to achieve maximum profit through efficient operations and effective selling.

Efficient operations: To aide in achieving the greatest level of efficiency, Kenworth of Louisiana has implemented the Parts Department Scorecard, or PDSC. The PDSC measures all operational standards put forth by the ATD, as well as other standards known to our industry. The purpose is to identify the areas in which our parts departments need help and coach and train them to meet or exceed the standard put forth.

Effective selling: High turns, correct product mix, sales CRM, and online parts sales are just a few of the ways KWL is promoting effective selling. The concept of effective selling revolves around knowing our customer and being their business partner as opposed to just another vendor. Knowing their fleet, acquiring all of their parts, helping their trucks stay on the road through a relationship with our service team, and quite simply being there to support them in any way they need.

Outcome: Maximum profit through efficient operations and effective selling.