

First Time Fill Rate

DEALERSHIP NAME	Bergey's Truc	First time fill rate	
DATE	RO'S	1st Time	Day
5/6/2019	8	4	
5/7/2019	6	2	3
5/8/2019	11	5	3
5/9/2019	5	2	2
5/10/2019	4	3	1
5/13/2019	4	1	3
5/14/2019	3	2	1
5/15/2019	6	4	2
5/16/2019	11	3	6
Totals	58	26	21

Day	Rate %
4	50.00%
1	33.33%
3	45.45%
1	40.00%
	75.00%
	25.00%
	66.67%
	66.67%
2	27.27%
	#DIV/0!
11	44.83%

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Due to the size of the departmental staff, the Parts Manager wants to establish an additional Assistant Parts Manager's position to oversee the 17 employees including the warehouse and the drivers.

Overall Objective:

Improve the communication and responsiveness to daily departmental activities. Delegate some responsibilities from the Parts Manager to the Assistant Parts Manager.

Proposed Timeline

By the end of July 2019 for complete implementation.

Action Plan

Hire and train new counter person to replace the counter person who applied for the Assistant PM position.
Train the new Assistant PM on the various aspects of his new role and responsibilities.
Set operational goals and tasks based on priority.
Set a time for each step to be completed.

Requirements

1. Meeting with Dealer:
Action Proposed:

2. Meeting with stakeholder(s) (dealership personnel):
Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain

3. Accountability: Monitoring progress:
Who:
What:
By When:
How:

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Date(s) for review:

5. Estimated cost for implementation:
\$85,000 salary & commission for the additional Assistant PM
\$2500 for laptop
\$1500 desk/work space

Projected Date of Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI /
Primary impact areas are Expenses, net profit and CSI