

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

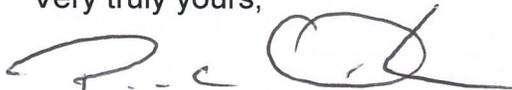
One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of 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 Chris McCarty Sponsor's Signature 

Date 6-12-15

Very truly yours,



Departmental Action Plan

Dealership Longo Lexus

Student Name Paul Wareham

Academy Week Week 2

Class & Student Number 014 PAG/ 331268547

Current Situation

Our Parts Department has an inefficiency in their process to receive and scan in Special order Parts from the night shipment. The parts are not readily available when the Technicians start their shift. Often times they are still scanning in the SOP's when the technicians are approaching the counter to receive their parts. There is a delay between receiving and scanning in the parts and having them ready to go by 7AM. This is creating a morale issue with the Technicians as they are losing time and efficiency.

Overall Objective:

Objective # 1 : Determine the issue. Spend time with Shipping and Receiving and understand the current process. Objective #2: Create an adjustment or new process based on the findings. Objective #3 Train the team in the new process Objective #4 Monitor the results

Proposed Timeline

Objective # 1 Review current process and determine source of problem Due 5/24/19 Objective #2 Create a correction to the process or a new process to correct the inefficiency. Due 5/31/19 Objective #3 Implement the adjustment and train the team. Due 6/7/19 Objective # 4 Monitor the results Due 6/14/19

Action Plan

Describe necessary actions to reach desired result: Step 1# Review the current process and work with the shipping and receiving team to see why the issue is happening. Found no process in place for separating stock orders from SOP's and Body Shop parts in regards to order of checked in. Step #2 Meet with the Parts Manager to review findings and create a new process to correct the issue. Set a process of checking in parts in a specific order. SOP having the most weight.. Step #3

Requirements

1. Meeting with Dealer:
Action Proposed: Reviewed the concern and action plan with the GM/President

2. Meeting with stakeholder(s) (dealership personnel):
Describe what is in place to support desired goal: Consult with Parts Management for process amendment Coach: Shipping and Receiving and back counter personel. Accountability: From our Technicians. Expenses: There should not be any significant increase to expense.
Training / Coaching / ±Consequences related to results / Pain & Gain

3. Accountability: Monitoring progress:
Who: Shipping and Receiving
What: Verifying that Special order Parts are available by 7am for the technicians
By When: 6/14/19
How: Spending Time at the back counter at 7am to verify the SOP's are available

4. Describe checkpoints that have been established to measure progress:
Daily : Parts manager to verify SOP have been checked in by 7AM / Weekly : Parts Director to verify process / Bi-weekly : Service Director to spend time at the back parts counter to verify process is in place / Monthly : Service Director to review in Technician Monthly meeting and solicit feedback of results.

5. Estimated cost for implementation: No expense required to correct issue.

Projected Date of Completion: 6/14/19

Sponsor Signature: 

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / It was determined that the stocker was receiving parts in no particular order. We separated the order into three categories, SOP's Stock and Body Shop. The SOP's are now given the priority and make it to the SOP shelf before the technicians start their shift. Sales and Gross should see some improvement with this process change. With the parts readily available at the start of the technicians shift we can complete the repairs in a more efficient manner and free the technicians up to take and complete additional work later in the day. CSI will improve as we will be able to return the customers car back to them quicker. Expense will reduce as loan cars days down should see some improvement. Followed up with the techs and it was noted that there had been improvement in receiving their parts at the start of their shift.