

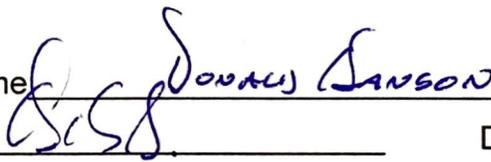
# Verification Form Regarding the Departmental Action Plan

## 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 Donna Sanson  
Sponsor's Signature  Date 4/12/19

Very truly yours,

Departmental Action Plan

Dealership MINI of San Diego

Student Name Dustin King

Academy Week Fixed Ops 1

Class & Student Number PAG014

PLEASE BE ADVISED THIS ASSIGNMENT BY IT'S SELF IS WORTH 100 POINTS.TAKE YOUR TIME AND GET IT CORRECT

Current Situation We do not have an obsolescence review accountability plan in place. Our parts manager is the only one managing the obsolescence parts. We do a nice job of managing through our obsolescence parts however; I do see an opportunity to clean up outdated seasonal parts accessories.

Overall Objective: The objective is to clean up old obsolescence parts accessories. I want to creative a check and balance with opening up communication between the parts department and other departments.

Proposed Timeline 30 days with a constant plan to review all obsolescence parts at the end of each month.

Action Plan Describe necessary actions to reach desired result: 1. Set a time the first week of each month to sit with the parts manager and discuss an action plan on how to reduce the aging outdated seasons accessories 2. Find out what we need to move and then discuss a plan of attack. We will create a sale section with a sign that is close to the service customer waiting area. People like a sale and I am sure we can sell a few more items by discounting these old parts.

Requirements Meeting with Dealer: Dustin King and Jesus Navarro (parts Manager) Kevin Alfaro (appointed accessories counterman) 1. Action Proposed: Meeting to discuss plan of action

Meeting with stakeholder: The meeting I plan to hold will be the three of The GM, Parts Manager, the recently appointed accessories counterman, and us. In the meeting, we will look at the obsolescence report filtered by source so we can look at what is getting old. Our plan of attack will be anything over 9 months old will go onto our list. We will create a sale section and we can use these parts as good will items. We can use them as CSI gifts; we can use them for closing new car deals and charge them to the new car. Instead of giving more discounts to make deals we can reach into our obsolescence

Accountability: Monitoring progress: The GM will be holding the people involved accountable Who: Jesus Navarro, Kevin Alfaro 3. What: Cleaning up outdated parts accessories By When: 30 days How: creating a plan to sell these items by, creating a sale section, using them to close deals, using them to make deals in service, and also utilizing them for CSI issues

Describe checkpoints that have been established to measure progress: We will have a Weekly follow up conversation / Plus a Monthly meeting 4. Date(s) for review: Weekly review of all outstanding SOPs still on shelves

Estimated cost for implementation: Zero cost however we will need to discount these items to move them, this will cost us a little in the short term however it will pay off in the long term in inventory cost. Alternatively, having to give these items away for \$0 dollars when they are 2years old.

Projected Date of Completion: 30

Sponsor Signature: [Signature]

Evaluation of Results: Include measured results. (± Metrics) Impact Areas: Sales: This will increase our overall sales figures in our parts department, will help us get closer to our parts targets, and make room for fresh accessories that have a faster turn / Gross: overall more sales equals more gross / Expenses: This will have a direct effect on our overall inventory cost / Net Profit: in the end we will see a net profit on these items / CSI: this one is really good for CSI, we could be offering customers items when we typically would not have given them anything. This could equate to more sales, service in the future.