

# Departmental Action Plan

Student Name: Dean Bush Jr

Class & Student Number: N321-16

Academy Week: Week 4 Variable 1 Pre-owned

## Current situation or challenge you want to address:

A challenge that we are facing is our Reconditioning of cars and the turnaround time of getting them on the lot ready so they are ready to be retailed. This challenge also comes with the lack of communication between sales and service since the service department is about a mile down the street. So communication is going to be one of our main goals to improve the reconditioning turnaround time.

## Overall Objective and Specific Desired Results:

Our overall objective is to have quicker turnaround on reconditioning of retail units (within 3-4 days). Also, to improve service and sales communication skills to get cars approved for work and out of the shop.

## Describe your action plan in detail (be specific and include before and after measurements)

Currently takes 5-7 days to get a car back on the lot to sell as a retail unit. We would like to get this down to about 3-4 days. As soon as the car is traded the salesman would stock it in, we would get initial pictures of car (3-4 exterior pictures). The car would be driven down the street that day or the next morning depending on what time it was traded. The car would go through the shop, an advisor would call my used car manager and get approval of any work that would need to be done. UCM would decide whether to wholesale or retail this car. Once work is approved car should go through the shop and then be driven back to us to go through detail and have the rest of the pictures taken. After all of this is done it should be sitting pretty on our lot with 3-4 days no questions asked.

**Timeline:** Describe specific short term and long term checkpoints to monitor progress

Short Term- Make sure cars are being taken down to service in a timely matter.

Long Term- Make sure cars are being reconditioned within 3-4 days and back on the lot to be retailed.

### **Meeting with Stakeholders (dealership personnel)**

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. **Who:** Service Manager, Service Advisor, Used Car Manager, General Manger
- b. **What:** Go over processes and procedures how we are going to knock down reconditioning to 3-4 days
- c. **By When:** August 1<sup>st</sup> 2017
- d. **How:** We start implanting these processes and procedures into the departments so that we have everything in line by August 1<sup>st</sup>.

**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:

In the meeting the Used Car Manger and the Service Advisor would talk about the process of getting work approved. Such as, the advisors calling the UCM instantly when they have UC's in the shop. We would also implement a new procedure such as assigning certain stock number cars to certain advisors so that the UCM doesn't have to call three people or be transferred multiple times before being able to ask a question about a car going through the shop. We would also talk about our photographer situation since he currently only comes two times a week. We would need him three times a week to have these cars up on our site to be more efficient. We would talk to the UCM about stressing to salesman how important it is to get these cars down to service once they are stocked in. These are most of the important areas we would cover in our meeting.

---