

Management Action Plan – VO1

Student Name: Daniel Gualberto

Dealership: Balise Toyota

Class & Student Number: N346

Current situation or challenge you want to address (narrow your focus):

Cosmetic bodywork repair happening after the car is sold.

Overall objective (goal) and specific desired results:

Would like the safety and bodywork repair done upfront. 5 days is the goal to get this completed.

Describe your action plan in detail (including before and after measurements):

Before- Bodywork not being completed until it is sold..

After- When a car is stocked in it will have a safety check done. When that is completed the technician will notify myself to look at the body damage. At that point I have the runner bring the car to our bodyshop to get the repair done.

Timeline: What is your implementation date? Describe specific short-term and long-term checkpoints to monitor progress.

Started on 7/1/2019 every Monday I review what vehicles are in progress for body repair.

Meeting with Stakeholders (dealership personnel):

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences, including timelines / accountability / process monitoring activity.

1. Who: Used Car Techs, Internal Service advisor, and Used Car Merchndiser
2. What: Bodywork
3. By When: 5 days
4. How: Have a process

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:
