

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 Mark Fisher Sponsor's Signature 
Date 8/5/19

Very truly yours,

Departmental Action Plan

Dealership

Lafayette Ford Lincoln

Student Name

Rusty Hinton

Academy Week

NADA 351

Class & Student Number

20

Current Situation

Our Parts Gross % Sales is currently 35.62%.

Overall Objective:

The overall objective is to get it up to 37%.

Proposed Timeline

My timeline to achieve is three months.

Action Plan

Describe necessary actions to reach desired result:

Adjust all the price matrixes for repair shop, internal, and counter retail.

Requirements

1.

Meeting with Dealer:

August, 5, 2019

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:

Fixed Operations Mgr.

What:

Parts Mgr

By When:

Parts Counter

How:

4.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

10/14, 10/29

Bi-weekly Review Date(s) for review: 8/19, 9/2, 9/16, 9/30

5.

Estimated cost for implementation:

NO COST

Projected Date of
Completion:

11/5/19

or Signature:

Willy RUA

of Results: Include measured results.

(± Metrice)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Impacts Sales / GROSS / Net Profit.