

Management Action Plan – VO1

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Dealership: SPACE COAST HONDA
Class & Student Number: N346

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

Our current issue is not being able to get used cars out of service and detail. We are having to discount vehicles because of cosmetic issues or because vehicles have not been detailed.

Overall objective (goal) and specific desired results:

Overall goal is to have used cars frontline ready within 72 hours.

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

Our action plan is to have all used car get readies uploaded to a Google doc that is shared with the service manager, the internal service advisor, used car manager, GM and GSM. The doc will show when car was wrote up for service date R.O. was opened, the date vehicle was dropped off to detail and then day vehicle is stickered up for lot. We are currently at 11 days to front line and would like to cut that back down to 3 days.

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

Implementation will be July 1st. Short term goal is to cut turnaround time to 7 days. Long term goal will be to get cars front line ready for within 3 days. We have seen that the quicker vehicles get front line ready the faster they turn and the better the gross. We will check every Monday on our progress to see what issues we have had as well as what the time to front line is averaging.

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: Owner, GSM service manager, parts manager, used car manager, detail manager
2. What: We need the service, parts and detail managers to understand the importance of getting the vehicles through service and detail quickly.
3. By When: Our goal is to cut down to 3 days within the next 90 days.
4. How: We are starting by having service manager make sure all used car get ready's are looked at on same day, parts manager has to start looking at other avenues other than oem parts for non certified cars to get parts quicker. Detail has 24 hours to have car detailed.

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:

Meeting with the owner went well he is on board with the process and understands the need for a quick turnaround. We talked about current processes as well as what new processes will be. Owner gives full support for process.
