

Management Action Plan – VO1

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Dealership: TOYOTA OF PORTLAND

Class & Student Number: N-347

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

RECON TIME FRAME. WE ARE CURRENTLY AT 15 DAYS TO LINE. NEED TO MOVE THIS NUMBER TO 7 DAYS.

Overall objective (goal) and specific desired results:

GET OUR USED CAR TIME TO LINE TO 7DAYS OF LESS.

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

THE TIME STARTS AT THE TIME OF THE DEAL. NEED TO HAVE CORRECT DOCUMENTS TO CLEAR THE TRADE.

IMPLIMENT A FAST APPROVAL PROCESS. AND GETTING THE UNIT RECONDITIONED FASTER.

STREAM LINE VENDORS

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

8.1.19 RAPID RECON.

8.15.19 MEET WITH VENDORS TO USE RAPID

9.1.19 MEASURE THE DATA IN RAPID REVIEW WITH RECON MGR.

DAILY MONITOR OUR TIME FRAME

MONITOR THE SYSTEM.

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: RECON MANAGER
2. What: RAPID RECON
3. By When: 9.1.19
4. How: LEARN AND MONITOR RAPID RECON.

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:
