

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 Chris Doherty Sponsor's Signature 
Date 9/3/19

Very truly yours,

Departmental Action Plan

Dealership Lumberton Kia

Student Name Jon Alcorn

Academy Week N353, Fixed Ops 1, Parts

Class & Student Number N353

Current Situation

We do not have a parts page on our website that a customer can use to search our parts inventory. Currently we are using simple part and it does not allow customer to search on our webpage. Other stores in our group are using revolution part and have a much stronger presence online. Seem as most consumers spend 85% of the time shopping online and only 5% calling shops, it would benefit us to have our inventory listed online.

Overall Objective:

The overall goal is to increase visibility of our parts inventory thereby increasing the retail of that same inventory. WE need to be where people are shopping, online. We need to have functional parts page on our website, not a page that simply states to call us.

Proposed Timeline

The switch from simple part to revolution part is something that can occur by October 1, 2019. This date may vary due to cancellation period for simple part.

Action Plan

1. Review packages and pricing for revolution parts 2. Gather all information on pricing differences between the 2 companies. 3. Negotiate pricing. 4. Receive and review contract for revolution part. 5. Present all information to owner (Chris). 6. Get approval and signed contract from owner. 7. put in cancellation for simple part. 8. Schedule install for revolution part. 9. Train parts staff on how to handle internet orders and how to monitor online inventory.

Requirements

Meeting with Dealer:

1. Action Proposed: Switch from simple part to revolution part for better visibility of our inventory to increase sales.

Meeting with stakeholder(s) (dealership personnel):

Describe what is in place to support desired goal:

2. We will have revolution part train all parts personnel and service personnel on how to handle and maximize sales from new system. The Parts manager and GM will consistently review the webpage to make sure that inventory is feeding correctly.

Accountability: Monitoring progress:

Who: Parts Manager (James Byrd)

3. What: Review the webpage for accuracy, review internet sales with GM
By When: starting 15 days after install and will continue on weekly basis.
How: bringing internet sales amounts to and review audits to the weekly Manager Meeting

Describe checkpoints that have been established to measure progress:

4. The first 2 weeks of install will have daily checks to see how everything is going between the GM and Parts manager. After that it will be reviewed in our weekly Manager Meeting.

5. Estimated cost for implementation: Currently under review as step one is to establish pricing and packages for the new system and step 2 is to compare the pricing.

Projected Date of
Completion:

November 1, 2019

Sponsor Signature:

X Dnt

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /