

Dealership **Lupient Kia Milwaukee**

Student Name **Dan Gulley**

Academy Week **3**

Class & Student Number **353-06**

Current Situation

Currently too much time in between customer arriving and parts being ready for express technicians being able to start working on customers vehicle.

Overall Objective:

Speed up time it takes for express techs to have parts in hand ready to work on vehicle. Reduce time lost waiting at parts counter with vehicle waiting. Increase quality of MPI and service sales due to efficiency

Proposed Timeline

Start date 10/01/19

Action Plan

Need to put actually cabinet stocked with inventory. Service needs to set up r/o to not only print in advisors office as well as at parts counter. Parts responsible for making sure cabinet is stocked with most used parts numbers for quick service. Techs need to let parts know if there are any issues with supply inventory.

Requirements

Meeting with Dealer:
1. Action Proposed: Impliment process for streamlining express service parts (lube/oil/filter) supplies being ready for the technicians faster to speed up efficiency

Meeting with stakeholder(s) (dealership personnel):
Describe what is in place to support desired goal: making sure everyone knows there task to make sure we succeed.
2. Service prints ro to parts asap. Parts does a daily inventory of cabinet supplies as well as checking ro's as they print to make sure there isnt a "one off" LOF that would slow down express tech. service and parts keeps techs from hanging out at parts counter.

Accountability: Monitoring progress:
Who: Tim Zernia/ James Spagnolia
3. What: Tim Zernia to make sure Advisors and printing RO copy to parts/ Jim Spag. To make sure supply cabinet is stocked (daily inventory check)
By When: Daily monitoring of inventory in stocking cabinet as well as monitoring to make sure the right parts are being stocked. Service making sure RO's copy are being printed to parts dept as well.

Describe checkpoints that have been established to measure progress:

4. Daily- are the cabinets stocked and ready with the right LOF materials during the parts and tech weekly meeting, "Are we having any issues" manager review. MPI and drive sale \$ review. CSI review

Weekly -
Monthly - Dept

5. Estimated cost for implementation: \$0 for cabinet reuse storage cabinet in shop. Small increase for having to 2x print RO

Projected Date of Completion: 12/31/19 review of three month trend after implementing process

Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /