





## Departmental Action Plan

Dealership **NALLEY INFINITI MARIETTA**

Academy Week **FIXED OPERATIONS 1**

Class & I

### Current Situation

In the class exercise 20 Special Order Parts my store was the worst. We had SOP's they totalled up to 3810.82. We need to improve our follow up, all way tl

### Overall Objective:

The overall objective is to improve the SOP process, increase revenue and de with action plan we could potentially generate 3000.00 to 4000.00 to the bottor

### Proposed Timeline

The Proposed time line is to get the action plan implemented as soon as po at their next meeting Oct 3 2019. BDC will be informed as well.

### Action Plan

Describe necessary actions to reach desired result: 1. Inform service and part verified not on back order. Advisor should then set the appt at that time and at repair. 3. Advisors check the SOP list daily. 4. If over 5 days communicate with dept will monitor daily for incoming SOP's. 6. Communication daily from parts Email customer and BDC. Have advisor sign off on SOP sheet. 8. BDC will em reset the appt.

### Requirements

#### Meeting with Dealer:

1. Action Proposed: Get with GM to agree with action plan to sell more parts and

Meeting with stakeholder(s) (dealership personnel): Meeting with service and  
2. Describe what is in place to support desired goal: Training and coaching daily  
Training / Coaching / ± Consequences related to results / Pain & Gain

Accountability: Monitoring progress:  
Who: Service Manager and Parts Manager  
What: Dms, SOP report  
3. By When: Daily  
How: Tracking parts daily after they are ordered. When delivered Communicat

Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly / Service mgr Deliver parts status dail  
4. SOP report Weekly. Parts manager to compare SOP ben SOP report and Conta  
Date(s) for review: monthly

5. Estimated cost for implementation: No cost just communication

Projected Date of  
Completion:

Nov 30th 2019

Sponsor Signature: \_\_\_\_\_

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

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / This action plan will increase sales, gr  
the expense of stale inventory. If my cost on the SOP's is 3810.82 that would decrease the inventor  
gross by the retail amt.

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SOP's aging back to 334 days. With only 20  
he to completion.

crease obsolescence. By following through  
n line monthly.

sible. It will be delivered to service and parts

s personnel. 2. Once the part is ordered and  
tempt to collect for the SOP if not warranty  
1 customer and every 5 days after that. 5. Parts  
; to service advisor on status. 7. Part arrives.  
ail, text and call the customer to confirm or

I make more money.

**PLEASE BE ADVISED  
THIS ASSIGNMENT BY  
IT'S SELF IS WORTH 100  
POINTS.TAKE YOUR  
TIME AND GET IT  
CORRECT**

parts personnel on October 3  
and manage through reports daily

ing with Customer, advisor and BDC.

y to BDC and Advisors. Parts mgr to Go over  
act of customer monthly.

oss, and net profit. This action plan will also decrease  
y by that dollar amt and would increase the net and