

Departmental Action Plan Template

Student Name: Royce Bissell

Class & Student Number: N348-23

Academy Week (Var II): V

Current situation or challenge you want to address: (must be quantifiable) We have recently increased our used car inventory approximately 20%. We currently employ a part-time photographer, however, they are unable to keep up with our new and used inventory.

Overall Objective and **Specific** Desired Results: To reduce amount of time for new and used inventory photos to be posted online to 3-4 days.

Describe your action plan in detail (be specific and include before and after **Measurements**)

*Hire a Detail Department Manager

*Detail Manager will have the responsibility to ensure that photos are posted online in a timely manner.

*Once vehicles are prepped and ready to go on the lot, He needs to make sure photos are taken prior to vehicles being placed on the lot.

*Currently it is taking 19 days for photos of used cars to be posted. A reasonable goal for pictures of used cars to be posted is 4 days.

*It is currently taking 43 days for photos of new vehicles to be posted online, a reasonable average would be 20 days. The reason for the 20 days is that it usually takes 2-3 weeks for a new unit to hit ground after the vehicle has been invoiced.

Timeline:

Describe specific short term and long term checkpoints to monitor progress

*Detail Manager was hired Monday, October 28, 2019.

*Train detail personnel to take photographs and post to the inventory feed by November 18, 2019.

*Will meet with Detail Manager every Wednesday, starting November 13, 2019.

*On the first Wednesday of each month I will meet with the Detail Manager and the photographers to do a thorough inspection of the website to ensure that all photos are being properly uploaded.

*I will meet with the Detail Manager and photographers on a quarterly basis to make sure the photos are seasonal, ie; having no snow on vehicles in summer.

*During an annual review, we will meet to determine if the most up-to-date technology and processes have been utilized, and make adjustments accordingly.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: Detail Manager, photographer(s), GM
- b. What: We will be using a full-time photographer from one of our other stores to train our photographer(s)
- c. By When: November 18, 2019
- d. How: on-the-job training, monitored by the Detail Manager. The full-time photographer from our sister store is readily available to troubleshoot, if necessary.

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:
