

# Management Action Plan – VO1

Specific – Measurable – Achievable – Relevant – Timely

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Dealership: CAROLINA INTERNATIONAL TRUCKS

Class & Student Number: ~~ATD041~~ ATD041

## Current situation or challenge you want to address (relevant and focused):

WE HAVE AN ISSUE WITH GETTING A TRUCK TO THE FRONT LINES. ON TOP OF THAT, WE ALSO WILL HOLD PROFIT TOO HIGH AND TOO LONG AND MISS A WINDOW WHEN OUR TRUCK AND PRICE FIT THE MARKET. WE SELL FROM A TRAILING POSITION OFTEN.

## Overall objective (goal) and specific desired results:

HAVE A USED TRUCK DEPARTMENT THAT CAN TRUST A PROCESS MORE SO THAN A "GUT" FEELING.

- ① DON'T REACH FOR UNDESIRABLE INV. B/C ITS CHEAP.
- ② BE WILLING TO HAVE A LOWER MARGIN IN ORDER TO MOVE QUICKLY
- ③ HAVE A DISCIPLINED APPROACH TO AGING THE INVENTORY
- ④ REALIZE THAT FULL DOOR RATE IS A GOOD THING FOR USED INVENTORY.

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

THE ACTION PLAN:

TRUCK CYCLE TIME BEFORE 14-45 DAYS. TICKETS PUNCHED 11.3 DAYS.  
- WE BEGAN BUYING THE TRUCKS STRAIGHT TO SERVICE. THEY AT LEAST GET A TICKET WORKING.

- RIGHT NOW, ONLY 2 MONTHS INV. WE WERE ABLE TO MAKE A GROUP OF 3 TRUCKS FRONT LINE READY IN 7 DAYS ON DAY 14 ONE WAS SOLD. BADA BUY

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

- NEXT on the timeline is ADDRESSING THE TRUCKS coming off of LEASE - Any DAYS off LEASE FOR TRUCKS NOT READY FOR RETAIL IS 6-7 DAYS. AND THERE ARE 23 OF THEM.
- THESE TRUCKS ARE BEING TAKEN TO THE MAIN SHOP FOR WORK

**Meeting with Stakeholders (dealership personnel):**

Describe what change is needed to support achievement of goal. Address required coaching, training and/or consequences, including timelines / accountability / process monitoring activity.

1. Who: EVALUATING/USED TRUCK MANAGER, SERVICE DEPT., LEASING MAINTENANCE DIRECTOR
2. What: SPEEDING UP THE PROCESS. FROM ALL DIRECTIONS
3. By When: 2020
4. How: EACH SEGMENT IS CUTTING OUT THE FAT IN EACH PROCESS

**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: THE MEETING WAS MET WITH BRIEF RESISTANCE. AS DOES ANY CHANGE INITIATIVE. BUT AFTER THE DISCUSSION OF THE "WHY" AND ALL THE BENEFITS. WE ARE WELL ON OUR WAY.

Signed by: \_\_\_\_\_