

Management Action Plan – VO1

Specific – Measurable – Achievable – Relevant – Timely

Student Name: Jason Dunn

Dealership: Empire Truck Sales

Class & Student Number: 041-23

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

At the value that used trucks were holding during the time of our class, our breakeven days was only at 23 days. Currently, as a department, we wait units we can see the units before assisting our used truck department. I would like to develop a more proactive approach to supporting these transactions. Allowing a unit to sit over backordered or special ordered parts is wasteful. By proactively staging parts for units that we are trading (possibly before we even take receipt of the unit) can give us the ability to make the unit “retail ready” much quicker.

Overall objective (goal) and specific desired results:

Identify and price the most common units replaced after an appraisal. Create packages to help make the units retail ready which will assist the team in getting the unit posted for sale and determine a true cost basis much quicker

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

Currently, we do not offer any menu or packaging pricing to help make these units retail ready. By the end of the first quarter 2020, I would like to have at least 10 packages priced to allow pre-owned vehicles to price and make the units in retail condition quicker.

Prestaging these packages should assist in service throughput. My goal would be to reduce the time in our shop by at least 2 days by reviewing these items and working with our used truck manager and service team.

Historically, common replacement items include bumper ends and minor body repairs primarily driven off the age of the vehicle. These items are similar in cost; therefore, I will work to create family pricing for these units.

I would also like to create additional options such as chrome accessories to help present the pre-owned units for sale.

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

Implement this plan in mid-December and complete it by the end of the first quarter.

Each month adding at least 3 offerings to our program.

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:** Part departments, Parts Managers, Inventory Control, Used truck Managers and salesmen – Company Wide
2. **What:** Communicate the importance of quickly processing these units. I will work with inventory control to have the most popular items stocked and ready for the reconditioning process and build menu pricing for the used truck department.
3. **By When:** This process will begin in Mid-December and will be completed by the end of the first quarter.
 - a. Meetings schedule with used truck the week of 12/9/2019
 - b. Continued meeting and review items created (offerings) each month with used truck manager.
 - c. Communicate offerings to all locations.
4. **How:** Used historical reporting identify the most commonly used replaced items and build packages on common replacement items. The intent would be to speed up the reconditioning process and get the unit “retail ready” in a shorter time frame; therefore, having it on display and posted on our Webpages faster.

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:

No approval is need to implement the plan; however, I will keep my sponsor updated throughout the process. Offering these options, will help used make decisions quicker on the reconditioning process and can help avoid parts hold situations. Our Used Truck Manager also likes the idea and feels it could be helpful to the department.

Signed by: _____JB Swanson_____