

# Departmental Action Plan Template

Student Name: Matt Friedrich

Class & Student Number: 351-27

Academy Week (Var II):

Current situation or challenge you want to address: (must be quantifiable)

Our On-Boarding process is not thorough enough and our employees are unaware of their responsibilities at time of hire; causing our employee turnover to be extremely high.

Overall Objective and **Specific** Desired Results:

**The overall objective is to decrease employee turnover. Ideally, we would make the employees so happy to be here and work at our dealership that they never want to leave. I believe this starts with the on-boarding process and making the new hire feel comfortable from the very beginning.**

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

**The main measurement I will be using is turnover rate. We are currently at 46% total turnover and 85% voluntary t/o. I am mostly focused on the voluntary t/o because in a lot of those cases we were losing good employees for bad reasons. We have recently hired a HR director who has started implementing a stronger on-boarding process. Our new hires are now going over their job description and responsibilities with their manager and the HR director on the first day of the job. In the first week of employment we have an orientation that includes watching a safety video and going over the employee handbook. In this orientation we will discuss the vision of our company and talk about the core values we follow. We will then create more team bonding activities to create a group culture and make the work**

**environment a place that people look forward to going every day. This will all help decrease our employee t/o. Our HR director will also begin doing exit interviews in an attempt to identify a bigger issue as to why so many employees are leaving.**

## **Timeline:**

Describe specific short term and long-term checkpoints to monitor progress

Short term checkpoints will include monthly checks of the voluntary t/o rate. Seeing a decrease every month is the ideal goal, and bringing the rate to below 50% within six months. We will be checking the voluntary t/o monthly to check our progress.

We will conduct a yearly employee survey as to find out the moral of the employees. After conducting the survey and compiling the results we will have a meeting in each department to address any issues and resolve the problems to make the work environment enjoyable and easy going for everybody.

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: Department Managers (hiring managers), HR Director, Dealer Principal
- b. What: Increase retention by developing a detailed on-boarding program
- c. By When: Started in November ongoing
- d. How: Following new procedure and incorporating new progressive ideas into the workplace

## 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:

---