

Departmental Action Plan

Dealership **BENTLEY TORONTO**

Student Name **DARREN MOORE**

Academy Week **PARTS WEEK - 2**

Class & Student Number **N360**

**Current Situation** On many occasions it appears that both the Technician and the Service Advisor are not being informed that SOP have arrived to complete an Open RO. This problem relates mostly to internal work being done on vehicles being reconditioned or accessories ordered for a client prior to delivery where the RO has been closed already. The impact this has can be very costly as the "Days in Stock" increases and the vehicle to Market is delayed. Clients have also pre-paid for their accessories during the delivery and should not have to follow up with their sales associate on the ETA.

**Overall Objective:** I would like to create a process that involves all Departments to make sure that all the appropriate people are notified when the Parts or accessories have been ordered and arrived on a daily basis for internal work. Complete transparency on the order and ETA would benefit everyone involved and would speed up the process of reconditioning and the ability to close the RO faster.

**Proposed Timeline** End of Q1 2020

**Action Plan** Create a written process for internal work orders from the moment the car is booked into service and until the RO is closed with a slight adjustment where accessories are ordered and the RO is closed already. Have a representative from each department to provide feedback before the process is rolled out to ensure that all areas are covered.

**Requirements** Meeting with Dealer: January 22, 2020 - Peter Dhama ( VP of Sales )

1. **Action Proposed:** Discuss current situation and lack of communication between departments. Explain process within the Parts Dept that will help increase productivity and efficiency

Meeting with stakeholder(s) (dealership personnel): Service Manager, Internal Service Advisor, Parts Manager and Parts Internal Advisor, Sales Managers, Sales Co-ordinator  
Describe what is in place to support desired goal: Excel Spreadsheet will be created on the Share Drive and will need to be updated by the Internal Service Advisor outlining what parts have been ordered for what vehicles and approx ETA. This Spreadsheet will be updated daily and viewed by the Sales Management team as well as the Parts Manager to ensure accuracy. Working on putting in place a KPI that would effect the service and Parts Dept bottom line for everyday an internal vehicle sits with an Open RO and the parts have arrived. All Department heads will monitor this spreadsheet/process and work with their team members.

3. **Accountability:**  
Who: Service Manager / Parts Manager, Director of Sales  
By When: End of Q1  
How: Focus on 1st time fill rate to lower SOP and ensure vehicles are completed the following day after the parts have arrived.

4. Daily over view of open RO's and reviewing the created spreadsheet. Discuss any Parts issues ( Back order for example ) that will delay the repair in our Weekly Management meetings.

5. \$0 Cost to the dealership.....Just time and effort.

Projected Date of Completion: **April 1, 2020**

Sponsor Signature: 

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

Impact Areas:  
Sales / Gross / Expenses / Net Profit / CSI /