

Departmental Action Plan

Dealership Kriete Truck Center Racine Student Name Jason Berka

Academy Week Parts Week Student Number A042-40

Current Situation Parts & Service have a communication problem with ordering parts for RO's in the shop

Overall Objective: I want Parts & Service to work together as ONE TEAM & communicate better with the status of ordering parts for trucks in our Service Department

Proposed Timeline Feb 1st 2020

Action Plan Mark our lead service advisor will send an email to the parts department each morning saying what RO is waiting on parts. Steve our back parts counterman will then check & verify parts have been ordered & get an ETA & then send an email back to service verifying the parts have been ordered & when the expected time of arrival is.

Requirements

Meeting with Dealer: Parts Manager
1. Action Proposed: See above Action Plan

Meeting with stakeholder(s) (dealership personnel): Parts Manager, Service Writer's, & Back Counter parts person
2. Describe what is in place to support desired goal: Daily follow up in person until it becomes a habit
I will personally follow up with Service & Parts each morning to be sure were all on the same page & build a team that comes together as ONE

Accountability: Monitoring progress:
Who: Parts Manager, Service Writer, Back Parts Counterman
3. What: Daily follow up
By When: March 1st 2020
How: Daily communication

Describe checkpoints that have been established to measure progress:
4. I will monitor daily & do a weekly follow up on Friday's
Date(s) for review: 2-7-20, 2-14-20, 2-21-20, 2-28-20

5. Estimated cost for implementation: Zero

Projected Date of Completion: March 1st 2020

Sponsor Signature: ADK / [Signature]

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

Impact Areas:
By communicating daily this will improve tech efficiency & tech proficiency which will in return will increase total sales & gross profit & build a closer bond between parts & service & also create a better customer experience.