

Management Action Plan – VO1

Specific – Measurable – Achievable – Relevant – Timely

Student Name: George Moffat
Dealership: Mercedes-Benz Maple
Class & Student Number: 355-15

Current situation or challenge you want to address (narrow your focus):

Reconditioning time = 16 Days.

Overall objective (goal) and specific desired results:

Reduce recon time to <10 days.

NADA guide is 3 days, however 100% of our PO sales are CPO, so all vehicles are reconditioned to like new condition resulting in extensive repairs like chips, dents, paint, windshields rims etc.

Action Plan:

The table below indicates the main streams of work, current days, remedies and target days.

Type of Work	Current Days	Remedy	Target Days
CPO Insp/Mechanical	6	Increase Available Internal Hours/Reduce CP Hours	2
Body/Paint Work	6	Currently 3 sublets performing work – increase to 4	2
Detailing	4	Add 1 Detailer	2
Rim Repair	1	Potential to perform while waiting in cue for CPO	<1
Windshield Repair/Repl.	1	Potential to perform while waiting in cue for CPO	<1
Photos with 360 Booth	<1	Potential to Photograph and post >50% of vehicles for sale at the beginning of the recon process	<1

Timeline:

Type of Work	Remedy	Responsible	When
CPO Insp/Mechanical Body/Paint Work	Increase Available Internal Hours/Reduce CP Hours	Service Manager	January 27
	Currently 3 sublets performing work – increase to 4	PO Ops Manager	February 4
Detailing	Add 1 Detailer	After-Sales Director	Position Posted February 7
Rim Repair	Potential to perform while waiting in cue for CPO	PO Ops / Service Manager	With vAuto Q2 2020
Windshield Repair/Repl.	Potential to perform while waiting in cue for CPO	PO Ops / Service Manager	With vAuto Q2 2020
Photos with 360 Booth	Potential to Photograph and post >50% of vehicles for sale at the beginning of the recon process	PO Ops Manager	With vAuto Q2 2020

Meeting with Stakeholders (dealership personnel):

Weekly meetings are held with Service and PO Ops Manager to monitor progress.

Recon software (Rapid Recon, iRecon, Recon Ninja's) is currently being evaluated to help monitor and add transparency to the process and to identify bottlenecks and opportunities. iRecon seems to be the most feasible due to the likely addition of vAuto as it is part of this platform and has the ability to change workflow by vehicle.

Dealer/Sponsor agreement:

Signed by: 
Blair Creed
Vice President, Toronto Retail Group