

Management Action Plan – VO1

Specific – Measurable – Achievable – Relevant – Timely

Student Name: Kyle Cadolino

Dealership: Atlantic CJDR

Class & Student Number: 356 - 17

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

The current situation we have here in Pre Owned we need to address is our Days to Market

Overall objective (goal) and specific desired results:

The goal is to get our days to market from 10 days to 5 days

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

The plan of action here will be to get better communications between the pre owned department and service department. There will be a Google doc created for all pre owned recon work. The original issue was after a car went into the shop – and the tech would determine what the car needs – the pre owned department would take too long waiting to find out what it needs TO approve OR they would take too long to approve the work. Setting up the Google doc will enable a live feed for both pre owned managers and service writers and manager to view simultaneously. The pre owned manager will put the cars on the board as they get into inventory and then service will know which cars to bring in. After they check out the car they will update the notes with what the car needs and the cost of repairs. Throughout the day the Pre owned manager will check in and either approve or decline the work. Once the pre owned manager knows what is being kept or wholesales he can have the cars detailed and photos done, along with getting the pricing and vehicle descriptions. The photo company will need to be scheduled for Monday – Wednesday – Friday in order to stay on top of fresh inventory coming out of detail to get up and on the web. They were originally coming once a week which was not enough.

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

Implementation date will be 3/1/2020

Short term checkpoint will be by 3/15 to confirm process is moving smoothly

Long Term check points I cannot date – this will be something that is monitored on a monthly basis once we achieve the desired DTM goal

Meeting with Stakeholders (dealership personnel):

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences, including timelines / accountability / process monitoring activity.

The major behavior change needed to support this goal is the mindset of both the pre owned manager and the service manager, without the desire to move cars quickly through the shop the rest of the process falls apart and we will not succeed.

The new reconditioning doc will be created and ready for 3/1/2020 and created by me using Google Sheets

Once created I will teach the following people how to use the doc

1-Pre Owned Managers

2-Service Manager

3-Internal Service Writer

4-Production Manager

This will be completed by 3/6/2020

After 3/6 all parties will be upto speed and this process will be up and running

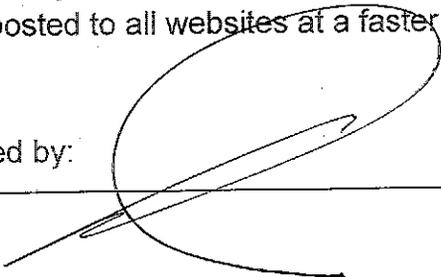
3/9/2020 – Photo Company will be contacted and will be scheduled for 3 days a week to photo cars

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: Both the Service Manger and the Pre owned manager were both excited about this process. On one hand the service manager is excited about potentially increasing internal work and the Pre Owned manager is excited to get cars front line ready and posted to all websites at a faster rate. Overall everything went well

Signed by:

A large, stylized handwritten signature in black ink, written over a horizontal line. The signature is cursive and somewhat abstract, with a large loop at the top and a long, sweeping tail that extends to the right.