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Professional Series Pre-Course Work

Interview your Direct Supervisor in order to answer the following questions.

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?

- ① Gain general understanding of parts operations
- ② Economic & financial best practices and impacts
- ③ Understanding the role of a parts department working with General Motors

2. What would you like me to bring back to the workplace as a result of this training?

- ① How to best handle obsolescence — best practices
- ② Implementation of forecasting model

3. How will what I learn in the program be shared with the rest of the team (if applicable)?

- ① Word of mouth (ie. takeaways, information)
- ② De-brief to current parts manager & fixed ops director (ie. ppt presentation)

4. How will what I learn be integrated into day-to-day work upon return?

- ① implementation of best practices after evaluation
- ② peer-to-peer advice
- ③ potential operational restructuring



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5. In your role as a Direct Supervisor, what three things challenge you the most?

- ① Adapting to various personalities (employees)
- ② "Finding the right applicant" — talent search/management
- ③ Month-to-month forecasting

Self-reflect on the following question:

1. What is my purpose for attending this course?

To develop an understanding for the parts department and how its operations (practices) influence the rest of the fixed ops departments.

Thank you for your participation! See you in the course.