

# **Action Plan 2**

What will you do differently as a result of what you've learned in this section?

Work with my parts manager to establish a bonus program for collecting on 30 day + overdue accounts.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

The benefits to this will be a lower delinquency overall as well as better cash position in the dealership, as an added bonus morale in the parts department should improve since everyone else likes a bonus.

What obstacles might you encounter and how can you overcome them?

You may be met with resistance for adding additional expense to the department, but I believe by starting with a small bonus and evaluating the benefits of the extra compensation vs. the number of delinquent accounts, the faster collection rate and extra cash on hand.

Identify the first few steps and the people who can help you with them.

Identify the overdue accounts and work to establish a baseline bonus percentage and evaluate it over the added compensation vs. the return.

Lesley Halphen - Parts Manager

Brett Christian - Corporate Parts Director

Mark Owen - General Manager