

Departmental Action Plan

Student Name: Brandon Barron

Class & Student Number: PAG Group

Academy Week: 4 and 5

Current situation or challenge you want to address:

Situation: Our time to market (number of days it takes for a used car to go through the internal process) for used cars went from 2.96 days in May to 4.37 July. Our lead internal advisor left in May and his predecessor took his place.

Overall Objective and Specific Desired Results: The overall objective is to get the number of days to 3.8 or below and keep it there. This will lead to the result needed of being able to turn our inventory quicker which increases gross.

Describe your action plan in detail (be specific and include before and after measurements) I will make sure the new internal advisor is fully trained on Rapid Recon. I will make sure he knows where to go to find the reports to monitor the process, what they mean, what the benchmarks are, and what to do if one of the steps is deficient. For example, he will know to look at the recon performance report. This will tell him how long it is taking each step to perform its duty. Average number of days in May was 2.96 and 4.37 in July. The deficient step is work in process. The fix is

for techs to be more efficient. We are going to try and have a parts runner that will run parts to the techs as needed. This will give techs more time working on cars and not chasing parts. The goal is to get used cars through the shop in 3.8 days or less on average.

Timeline: Describe specific short term and long term checkpoints to monitor progress

Short term- I will monitor the recon performance report daily until it gets down to 3.8 days. I will work with the internal advisor daily to make sure he has the right tools, training, and knowledge to hit the desired target.

Long term- Once he is trained and has the knowledge he will have to execute. From there, I will monitor the report weekly. I will hold a meeting with him once a week to go over any opportunities for improvement.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. Who: Myself, technicians, internal advisor, parts runner, and detail.
- b. What: I will meet with the technicians, internal advisor, parts runner, detail to inform them of the plan, strategy, and goal. I will then train the

internal advisor in the way described above. We will put a bonus in the internal advisors pay plan if he hits the monthly benchmark.

- c. **By When:** I will meet with all parties involved on September 18th to go over the plan, strategy, and goals. I will begin training on that day, and begin the new process on September 25th.
- d. **How:** I will monitor the recon performance report daily until it gets down to 3.8 days. From there, I will monitor the report weekly and meet with the internal advisor to discuss opportunities for improvement.

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: The meeting went well and he is in full support of my plan.
