

Departmental Action Plan Template

Student Name: Silas Laney

Class & Student Number: A042-06

Academy Week (Var II):

Current situation or challenge you want to address: (must be quantifiable): - To create Processes before the new store opens with the culture we want.

Overall Objective and **Specific** Desired Results: Hire an F & I Manager, Credit Manager, Parts Manager, Service Manager and Warranty Manager. Start creating processes on what to expect when we open.

Describe your action plan in detail (be specific and include before and after **Measurements**): - As time get closer and time to hire, sit down with Dealer Principal and create a pay plan for each Department.

Timeline:

Describe specific short term and long term checkpoints to monitor progress: 9 months (will vary) - before store opens, develop your Sales, Service, Credit, Warranty Credit Manager Pay Plan. Find your Department Managers and hire. 6 months - Start having Manager Meetings, Start having Sales meetings (Weekly). Go out with new Salesmen and start developing customer relationships. 3 months - What are we doing, who are we seeing, are we making an impact on us being new in the Sales Department? Opening Day - RUN WITH IT and be GREAT!! After opening day have short impactful Sales Meeting once a week (TDA).

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: General Manager
- b. What: New Dealer Processes
- c. By When: Opening Day
- d. How: Frequent Monthly meetings to see where we are before Opening Day

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:
