

Trevor Harrison

Action plan

My action plan As a Service Manager is to help my parts department as I go through this calls I realize there are things that my advisor and my techs can do to help with profit. My techs will need to make sure that all one time use parts are on quote this will help with trying to adjust after the job is done because all the parts were not quoted. Also I will make sure that my technicians will have parts signed off on when returned to parts to verify they were turned back in. this should help with parts expenses. Also my technicians will have to fill out parts rec for shop supplies. This will help with inventory that is off due to techs just grabbing materials. This will be implemented November 1<sup>st</sup> 2020.