

# Departmental Action Plan

Student Name: Abe Darwich

Class & Student Number: N323-02

Academy Week: 4

**Current situation or challenge you want to address:**

**Vehicle recondition process**

**Overall Objective and Specific Desired Results:**

**To get the vehicle retail ready in a timely manner.**

**Describe your action plan in detail (be specific and include before and after measurements)**

**Service manager will receive a list of vehicles that were just stocked into our DMS.**

**The list will contain most recent vehicle purchases. Service manager will review and create R.O's.**

**These vehicles will get serviced before they get detailed and put on the lot.**

**Once a vehicle is serviced, mechanics will place a sticker on the top left corner of windshield to signify completion**

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

Short term would be to view closed RO and make sure there is no work in progress open.

Long term would be customer satisfactions and come backs.

### **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: service manager/ mechanics/ detail department
- b. What: Vehicle servicing reconditioning
- c. By When: effective immediately
- d. How: by tracking open RO in DMS, tracking what used cars have service stickers.

### **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:

George Saliba

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