

Departmental Action Plan

Student Name: George Saliba

Class & Student Number: N323-01

Academy Week: Week 4

Current situation or challenge you want to address:

Vehicle recondition process

Overall Objective and Specific Desired Results:

To get vehicles retail ready in a faster 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 in into the DMS.

This list contains most recent cars purchased. Service manager will review list and create RO's.

These vehicles will get serviced before they are cleaned.

Once a vehicle is serviced, mechanics will place a service sticker in top left corner of windshield to signify completion.

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

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

Long term checkpoints would be to monitor customer satisfaction and customer comebacks.

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 service reconditioning
- c. By when: effective immediately, as soon as new inventory comes in.
- d. How: by tracking open and closed ROs 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:
