

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Parts discounting

Overall Objective:

fix the service advisors from discounting the parts that they are selling in the service drive

Proposed Timeline

end of the year 12/31/20

Action Plan

To get the managers of the service department and the parts department on the same page. To be able to sell the parts at cost for the u

Requirements

1. fix the discounting of the parts.

Meeting with stakeholder(s) (dealership personnel):
2. Describe what is in place to support desired goal:
I plan to cut off access to parts discounting to only the service manager and parts manager.

Accountability: Monitoring progress:
Who: Mike May, Jarrod Bandy
What: parts discounting
By When: 12/31/20
How: accountability
3.

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
4. Date(s) for review: we will be checking monthly on parts discounting

5. Estimated cost for implementation: 0

Projected Date of Completion:

Sponsor Signature:



Evaluation of Results: include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

PLEASE BE ADVISED
THIS ASSIGNMENT BY IT'S
SELF IS WORTH 100
POINTS. TAKE YOUR TIME
AND GET IT CORRECT