

Departmental Action Plan Template

Student Name: **Irv Shenderovsky**

Class & Student Number: **N321 #5**

Academy Week (Var II):

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

We currently do not have process or script in place to make sure follow up is done on no show appointments

Overall Objective and Specific Desired Results:

Put a process in place where all sales personal follow the same steps and script.

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

*5 No Show Appointment Steps * see 2nd sheet*

Timeline:

Describe specific short term and long term checkpoints to monitor progress

Oct 2nd Implement

Managers monitor in CRM daily

Meeting with Managers on progress weekly

Review with Client Advisors at the end of each month

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: *Client Advisors and Sales Managers***
- b. What: *Follow up process for no show appointments***
- c. By When: *Implement Oct 2nd and going forward with all appointments.***
- d. How: *Follow action plan set by management.***

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:

I have full support from the owner on process I want to implement, I have been given full control to run everyday operation.
