

Departmental Action Plan

Dealership

St

Academy Week

Class & Stud

Current Situation

Overall Objective

Proposed Timeline

Action Plan

Requirements

Meeting with Dealer:

1. Inform our owner of the current plan to establish a cross training schedule for all parts e
the manager to determine what strengths and weaknesses they have so we may assign r

Meeting with stakeholder(s) (dealership personnel):

2. We will utilize our employees that are specialized at certain tasks to train the employee's
each other, so that they may see the job while it is being performed and then can ask any
training schedule is that it will thin out certain aspects of the department while the staff i
bit harder during tarining, but the long term gains will easily outweigh anything we enco

Accountability: Monitoring progress:

Parts Manager will monitor the progress of the training.

Parts manager will also set the cross training schedule.

3. We are looking to have all employees fully cross trained by the end of December. Anything that can be helped by an on-line course, we will have in addition to the verbal t

Describe checkpoints that have been established to measure progress:

4. Weekly meetings between the employee and Parts Manager will serve to check on progr voice any concerns or further questions regarding the training they are given.

5. **Estimated cost for implementation:**

This should cost the dealership a minimal amount to implement. DMS and Honda self str systems already and any loss in productivity will only be felt for a bit as the individuals :

**Projected
Date of
Completion
:**

December 31, 2017

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Student Name **Naji Abihabib**

Student Number **N327-36**

Individual roles in the department.

will also help ease the department when an

not specific to the individual. For 1 hour a day, at a different role. We are fortunate enough right now we have great role models / teachers for the learning roles to help them learn faster.

employees. Individual employees will meet with the proper employees to both teach and learn.

is that are not. We will have employees shadow the member who has questions they have. A consequence of this member is in training. We will all have to work a little harder along the way.

raining the employees receive.

ess. It will also give the employees a chance to

udy classes are included in our cost to have these
are trained.