

**Departmental Action Plan**

Dealership

Student Name

Academy Week

Class & Student Number

**Technicians**

Current Situation

Current issue is technicians do not fully utilize ASR Pro for parts quotes, giving enough detailed information to the Parts Department so accurate price quotes can be sent in a timely fashion. Example Service Technician: Tech requests parts cost for a Fog Light on a specific model and does not specify whether it is right or left light that needs replacement. Parts employee must hunt down technician/service advisor for further clarification. If unsuccessful, parts counterman must provide parts cost and availability for both sides. Example Service Advisor: Advisor requests tire quote for good., better, best and fails to provide tire size. This is an unnecessary request as all ASM's have the Tire Wizard portal available. Both examples illustrate lack of efficiency in providing timely parts quote to ASM, technician and customer. Upon the upsell of service at the service reception center, the ASM does not update the ASR or DMS system in a timely manner. Technicians after a lengthy wait, arrive at the parts counter to receive needed parts to find no notification has been provided to the parts department, thus delaying commencement of repairs.

Overall Objective:

Improve communication between ASM, Customer, Technician and Parts Department, to timely deliver customer approved repair parts to the technician. Ultimate goal is to timely deliver parts to the service bays allowing for greater Tech Proficiency and Bay Utilization.

Proposed Timeline

30 day timeline

Action Plan

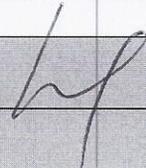
Describe necessary actions to reach desired result: 1. Meet with entire service and parts staff to get their input and buy in on process improvement using examples of poor time management recently experienced. 2. Service and Parts Manager to monitor (real time) parts order tickets, alerting ASM's when order is greater than 5 minutes old and/or missing information. 3. Upon confirmed accuracy of the parts order, parts runner will deliver parts to service bay within 5 minutes.

Requirements

1. Meeting with Dealer:  
Action Proposed: Met with all Service and Parts personnel on 9/27/19 to roll out proposed changes and set time frame for implementation
2. Meeting with stakeholder(s) (dealership personnel):  
Describe what is in place to support desired goal:  
Continual Training / Coaching to meet objective
3. Accountability: David Leatherman and John Ferrell. Monitoring progress: Chris Seminaro  
By When: 10/31/17  
How: Meet every Friday to review previous 7 days progress
4. Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly /  
Date(s) for review: Every Friday through October 2017 and November By-Weekly until 100% efficiency is met.
5. Estimated cost for implementation: From the onset, if we can accomplish the new processes without adding a "parts runner" cost of implementation will be Zero dollars. If we need to add an additional employee for the parts runner position the cost annualized will be \$22,800 plus benefits.

Projected Date of Completion:

Sponsor Signature:



Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /