

Departmental Action Plan

Student Name: Andrew Searce

Class & Student Number: N325-42

Academy Week: Variable week 4

Current situation or challenge you want to address:

Change our used car reconditioning process to help get the vehicle out in 72 hours. We will do this by charging back half the gross to our service department if the vehicle is not front line ready (with the exception of parts back order).

Overall Objective and Specific Desired Results:

Currently we are averaging 5-6 days we would like to reduce it to 3 or less.

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

We have created a google doc that is shared with everyone that has anything to do with used cars. It is updated daily by our advisor that only deals with our pre-owned vehicles. Since doing this our service director has had a laser focus on used car recon. We have reduced our recon to 2.5 – 3 days in a week.

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

The timeline is immediate for a short term we have our google doc that everyone shared. For the long term solution I will incorporate this process into my Monday morning meeting that are mandatory and monitor it so the process will not fall off after a few months.

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: GM, GSM, Used car manager, service director, shop forman, and Parts manager
- b. What: Reducing our used car recon to 72 hours or less
- c. By When: Immediate
- d. How: We will do this by charging back half the gross to our service department if the vehicle is not front line ready (with the exception of parts back order).

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:
