Departmental Action Plan

Student Name: Robert Willingham

Class & Student Number: ATD: 036-27

Academy Week: Week 4 Variable Operations 1 – Pre- Owned Vehicles.

Current situation or challenge you want to address:

The time frame it takes the Service Department to Recondition a used vehicle for the Sales Department.

Overall Objective and Specific Desired Results:

Objective is to minimize the amount of downtime for recon on the used vehicle. The units start the aging process the day we take them in. They quickly approach an "at risk" area between 31-60 days and when they hit 120 days in inventory they are considered a high risk or even dead inventory.

A desired result would be to have the units reconditioned within 7-day average of the vehicle hitting inventory.

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

My action plan will be to work with the sales department to utilize all 3 Nextran Service departments in Alabama. We have 3 Nextran Dealerships in Alabama. Birmingham is in central AL and appx 100 miles from the two northern territory stores. The two northern stores are appx 60 miles apart from each other. We should consider taking any of the larger estimated jobs to the store that can get to it the quickest based on work load. Service should also treat the sales department repair orders as we would any customer and not put them at the back of the line throughout the recon process. We had

one unit in Q3 take 60 days for the recon process which did push our overall average up. We currently show around 30 days on average.

We should have a plan together as soon as day one with what location is most available to take on the job. We will need to have a repair order opened within 1-2 days of the trade. Order any necessary parts right away and begin repairs.

The service departments cannot open repair orders or begin repairs until the sales department has given a P/O for the approved repairs. It will be imperative that the Used Truck sales department authorize and send a p/o as soon as possible.

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

We don't always have a high number Used sales in the Birmingham market. It will take a little time to gather data to measure results. Short term would be to monitor monthly through Q1 2018 and post results. Long Term would be to measure quarterly with a goal of 7 days recon on average by Q2 2018.

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: Used Truck Sales Department. Service Manager and foreman.

b. What: Decrease down time for the Used Truck "Recon" process.

c. By When: Q2 2018

d. How: Use all 3 Nextran Alabama locations. Have approval and p/o quickly. Open repair orders within 2 days. Communication and teamwork will be the key to success.

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:

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