

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

- Improve communications process between sales and service(ongoing)
Daily communication with used car manager and Service manager to track the progress.
- Hire used car technician within 3 month.

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: Tom Wood (sales manager)
Stefano Auriti (service manager)
- b. What: Improve communication between both departments.
- c. By When: January 1st
- d. How: By understanding the importance of used cars in the dealership profitability.

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: Our meeting went well, clearly my sponsor understand the pain we going through in our service department to get cars front line ready. He is on board 100% and will assist with any help that we might need.
