

# Departmental Action Plan

Student Name: Miguel Silva

Class & Student Number: Class 324 Student ID 38

Academy Week 4

**Current situation or challenge you want to address:** I had a meeting with the sales managers, used car manager, picture dept, recon, Body shop and service manager. I asked everyone how long it takes to get a vehicle ready from the time we trade it to the time it gets to the front line. Everyone had a different answer but the general consensus is that it is taking us between 6-10 days depending on the vehicle.

**Overall Objective and Specific Desired Results:** The objective is to get our average down to half of the time it takes us now, increase the communication between all departments involved and also increase revenue by selling more vehicles faster as our gross profit in the first 30 days is \$1,000 higher per vs the vehicles we sell between 30-49 days.

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

Right now we don't really have any measurements, we trade a car, it goes to recon, sometimes they get serviced vs sometimes they are cleaned, if they have damage they go to bodyshop and when they come back we do pictures and get them to the lot... It is a bit of a disaster but we get them done, biggest issue is some fall through the cracks, get lost in the shuffle and sometimes it takes days to figure it out. We have 3 different locations it is very hard to track of it all manually. We have been carrying 90-100 retail vehicles for the last 6 months as an average.

We have signed up with a company that will allow us to track every vehicle from the moment we trade it. We are now able to see how long the vehicle took in every step, bottlenecks, run reports, once done in one step the vehicle is assigned to the next step and the recipient notified.

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

We just started this, right now we are all watching it daily. Goal here is to be able to get complete buy in from every department involved and get it to the point where we can do weekly and monthly review meetings.

### **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:** the sales managers, used car manager, picture dept, recon, Body shop, service manager and technicians.
- b. **What:** We are all working as a team to maximize the amount of work we are able to do in a day by making sure everyone knows exactly where we stand at all times.
- c. **By When:** By 11/30/2017
- d. **How:** By holding everyone accountable for their departments performances and also providing them with a better tool to help them do so.

### **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:

Scott was very responsive and open, allowed me to start working on this right away, our initial investment for the software is very small. I reviewed our YTD days in stock gross analysis and it is obvious we will get a huge return on our investment if we can sell more vehicles before the 30 day mark. He also met with all the departments managers along with me and helped get this action plan off the ground.

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