

PARTS DEPARTMENT ACTION PLAN

We plan to start delivering parts to the technicians November 1st 2017 whenever it is possible. This will be a limited process determined by the carriers availability and the technicians additional informational input. Also, recall repairs that are scheduled in advance we can pull the parts and have them sitting on the technicians work bench first thing in the morning. We will need the work order numbers and the name or number of the technician that will be conducting the repair. Our hope is this will improved productivity, generate better CSI, and bottom line profit.

We will review daily, the service departments special order request on parts that we normally stock, but we were out of. We may need to adjust the width and or depth of the parts department inventory. This can be easily adjusted by changing the days' supply or phase in phase out periods.

We will monitor this over the next 30 days tracking our progress. We will use November 2016 parts and service numbers as a baseline. Then we will reconvene and discuss additional improvements to the process.

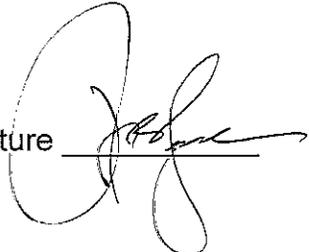
Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Timothy Sparks Sponsor's Signature 
Date 10/26/12

Very truly yours,