

Department

Dealership KERRY TOYOTA

Academy Week WEEK 3

Current Situation

We have a bit of bottle neck problem at the back counter. Techs a lube 75% of our business, wait times are increasing and we are going agtermarket to places like Jiffy lube and companies alike.

Overall Objective:

Increase hours turned, increase CSI, improve overall productivity

Proposed Timeline

We will monitor this over the next 30 days tracking our progress v Then we will reconvene and discuss additional improvements to 1

Action Plan

We plan to start delivering parts to the technicians November 1st availability, and the technicians ability to add additional informati them sitting on the technicians workbench morning. We will need

Requirements

Meeting with Dealer:

1. Action Proposed:

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain

Accountability: Monitoring progress:

Who: General Manager, Parts Manager, Service Manager, and Mik

What:

3. By When: We plan to review the process weekly.

How:

Describe checkpoints that have been established to measure pro
Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: Hours turned weekly and monthly

5. Free, just human labor required from parts counter people and te

Projected Date of
Completion:

12/1/2017

Sponsor Sign

Evaluation of Results: Include measured results.

Impact Areas:
Gross and CSI

al Action Plan

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re not getting parts fast enough and/or not returning to the bays in timely manner. Quick is having to reschedule people or flat out turn business away. The business that is being lost

while meeting weekly. We will use November 2016 parts and service numbers as a baseline. the process.

2017 whenever possible. This will be a limited process determined by the carriers onal input. Also, recall repairs that are scheduled in advance we will pull the parts and have | the work order numbers and the name of the technician that will be conducting the repair.

Gain

our inventory control guy

gress:

chnicians.

nature:

(± Metrics)

**PLEASE BE ADVISED THIS
ASSIGNMENT BY IT'S SELF IS
WORTH 100 POINTS.TAKE
YOUR TIME AND GET IT
CORRECT**

