

Departmental Action Plan

Student Name: Jesse Lazzaro

Class & Student Number: 44 N324

Academy Week:4

Current situation or challenge you want to address: Decrease the amount of time it takes to have unit retail ready from the time of acquisition. We are currently building a new facility which will house our entire inventory as well as all departments. Our current facility has separate locations for service, recon, and sales. When we move into the new facility 11/17 we will implement this process and track it to ultimately reach our three day or lower goal.

Overall Objective and Specific Desired Results: My goal is to have a retail unit retail ready through recon, shopped, pictured, displayed online within 3 days.

Describe your action plan in detail (be specific and include before and after measurements) My action plan starts with the appraisal before the unit comes in on trade the appraiser has to deem the unit wholesale or retail. When the unit comes in on trade the unit must be parked in the designated area deemed for retail units at that point the keys will have to be given to the dispatcher to immediately dispatch to the next available technician for a pre certification. The R.O. will be looked over by the GM who will decide if the unit is truly retail at that point the work will be preformed. If parts are not readily accessible the unit will

go to the recon department for recon the RO will be left open for the work to be preformed if it all cannot be. The Technician will bring the unit to recon where the unit will be cleaned and our marketing stickers will be placed. Then it will be staged for pictures. After the pictures are taken the unit will be placed in a holding area and the keys will be handed to the service manager who will either send the car to the retail lot or perform the needed services that could not be preformed due to a shortage of parts.

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

30 days after moving into the new facility review the process with management team to review any bottlenecks and formulate a plan to overcome them.

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: Facility-Management staff
- b. What: Efficacy and communication needed by all departments

- c. By When: When we move into the new facility with a 30 day review.

- d. How: Every day/hour counts.

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:
