

# 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 Howard D. Bentley, Jr Sponsor's Signature   
Date 11/27/12

Very truly yours,

Departmental Action Plan

Dealership CLASSIC CHEV BUICK GMC CAD

Student Name MICHAEL GRAVES

Academy Week FIXED OPS 1-WEEK 2

Class & Student Number N329

Current Situation

The current issue I would like to address is obsolescent parts. We are currently at a 40% obsolescence position with inventory over 12 months. When you put the parts in the 7-12 month old category that takes us to 47% obsolescence.

Overall Objective:

My overall objective for our parts department is to: 1. Implement a strategy to avoid being in this obso position in the future. 2) Implement a cost effective strategy to change our obsolescence position. Seeking daily, weekly, and monthly decreases in the amount of obsolescent inventory.

Proposed Timeline

My proposed timeline to my Dealer/Sponsor to achieve our objective of being at guide in obsolescent parts is November 15, 2018. This will be the week before our yearly parts inventory. This will allow sufficient time to implement our new strategies and change our obsolescence position.

Action Plan

My action plan will consist of a few things to help our obsolescence position. We must first analyze our current inventory and understand how we ended up in the obsolescence position.

Requirements

- Meeting with Dealer: Meet with my Dealer/Sponsor.
- 1. Action Proposed: I will propose the strategies outlined above in my action plan. I will look for input from him and make sure his vision is being seen through. I will make sure we are on the same page and move forward with the implementation of the plan.
- Meeting with stakeholder(s) (dealership personnel): I will then meet with our GSM and our parts manager.
- 2. Describe what is in place to support desired goal: Once I have the support of the dealer and make sure he is in support of my current proposal. I will review the proposal with our GSM and our parts manager. I will lay out the proposed timeline and set up a monthly meeting time for us to review our progress and make sure we are on track to reach our goal.
- Accountability: Monitoring progress: I will have three people monitoring the progress with me.  
Who: Our dealer, GSM, our fixed ops manager (recent academy grad), and myself  
What: We will monitor the progress of the obsolescence position  
3. By When: My proposed timeline is to be at guide for obso parts by November 2018.  
How: Using the strategies I have laid out we will be able to achieve our goal of being at guide by the proposed deadline.
- Describe checkpoints that have been established to measure progress:  
We will meet monthly as a management team to track our progress. We will review what is working and tweak what we feel is not working. It will be the parts manager's responsibility to hold his daily/weekly meetings to maintain the accountability it will take to achieve our objective. We have an open door policy at our dealership anytime the parts manager needs support or needs to review our strategy we will be available to do that.
- 4.

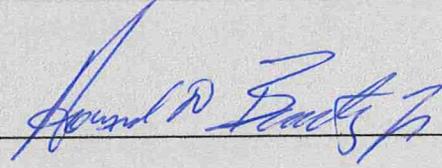
5. Estimated cost for implementation: With the strategies I have recommended the cost will be minimal for implementation. The

[Empty text box]

Projected Date of  
Completion:

11/18/2018

Sponsor Signature:



Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /