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ACTION PLAN 5

What will you do differently as a result of what you learned in this section?

I will implement a new process to have all S.O.P.'s pre-paid by customers when vehicle is NOT left at the dealership for repairs. These parts will also need Service Mgr. Approval before being ordered.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

SOP
Will ensure that parts are NOT ordered w/o necessary customer info. Will also reduce frozen capital. Ensure customer will be back to have service work performed @ our shop. Consequences include dealer eating any re-stocking fees associated w/returning part^{SOP} and increased Frozen Capital

What obstacles might you encounter and how can you overcome them?

possible lost customers who don't want to prepay for SOP parts
Service Advisors and/or parts counter staff not asking for pre-payment and ordering parts anyway.

Identify your first few steps and the people who can help you with them.

1. Discuss New process w/ all managers and implement new changes immediately
2. Evaluate performance @ 30, 60, 90 days to see if SOP business has improved or gone backwards.
Who can help: Service Mgr. Parts Mgr. Advisors and Parts Counter Staff

Start Date: 8/25/2021

Completion Date: ongoing