

Department Action Plan.

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Class N326-36

Week 4

Issue that needs to be address:

- 1. Getting vehicle through the shop.**
- 2. Getting whole sale turned faster**

Our Desire Results:

Getting the vehicles front line ready in 5-6 days, making decision and moving it ASAP.

Before measurement we had a lot of wholesale cars that needs to be moved as wholesale, because decision not being made fast enough they sit longer than necessary. After measurement used car manager has to make time to sit with service manager EVERYDAY and set goal and expectations. Once a decision is made, make time to follow through.

Timeline:

Short term checkpoint is to set aside 10 minutes per day to set a goal what will go through the shop that day and follow through. Long term is accountability, make time to make it happen. Get it done.

Dealership personal:

- A. Who: Service manager, Service writers Used car manager.**
- B. What: Making used vehicles as important as service waiters. Making it a priority to move the wholesale.**
- C. By When 5-6 Days for retail and 2 weeks for wholesale.**
- D. How: Meeting with service manager daily, what 2-3 cars going through today? Follow up to make sure they have been done. Dedicating a time of the day to get done..**