

## **PROFIT CENTERING/EXPENSE ACTION PLAN**

### **Bradley Sawh - Woodbine Nissan**

- 1. WHOLESALE DELIVERY AREA** - We will examine our current wholesale clients and identify clients who are either outside of a certain kilometer radius from us, return more parts than they use, have delinquent accounts or are generally difficult to deal with. While we do not have very many delinquent accounts or difficult customer's I think the biggest change we will make that affects expense is the areas we deliver to. Cutting down the amount of driving we are doing for orders that do not make sense will save our department on gas and maintenance expenses. More of an effort can be made on the front counter as well as web page and retail customer sales.

This will begin in the new year and will be checked and assessed on a monthly basis.

- 2. BUILDING SUPPLY/PARTS SUPPLIERS** - We will take a look at all suppliers we use and what we are using them for. In the world we live in today most anything can be bought from numerous sources and stores that you would never think sold something do sell it. Many times these secondary sources are selling the same product or something comparable for the same or cheaper price than your normal go to people. We will look at everything across the board from toilet paper to hand soap to miscellaneous hardware and everything else under the sun. If we can get it cheaper we will.

We will begin this process in the new year, evaluate vendors and find new suppliers as needed. We will also investigate and use a bulk ordering system with our other 2 sister dealers in Oakville.

3. **TIGHTER CONTROL ON DEPARTMENT/INVENTORY** – Going forward we will keep a tighter control on inventory. When I say tighter control I really mean tighter control on who has access to the department at any given time. Right now all dealership personal have access to the department. Going forward the 2 points of entry people use to access parts will be locked off. This will cut down on little things being taken here and there such as hardware, sprays, fluids, detail supplies ect. Not that the items are being take with malice however every little bit counts in a parts department. What seems like a miniscule item with little cost will turn into hundreds or thousands of dollars when taken into a consideration over a year because somebody took and failed to tell a parts or service advisor so it could be billed out.

This will be implemented in the next week and will be monitored and assessed throughout the year.