

Departmental Action Plan

Student Name: Derrick vandenHurk

Class & Student Number: N-327/33

Academy Week: 4

Current situation or challenge you want to address: I will be addressing the overall turn rate and market based supply of our Pre-owned Inventory and suppling the correct units for retail purchase.

Overall Objective and Specific Desired Results: . I would like to see a faster turn on vehicle Recon and time to front line. I would also like to see increase units available for CPO consideration. I would like to move our turn rate move from about 4.5 to 6 turns and ultimately 9 turns. I would with the help of a restructured service process like to see a 5-7 day turn from trade to front line ready on retail pre-owned inventory. I know all this can be accomplished with the right Action plan in place and with all party's understanding the cost of each unit for everyday it sits on the lot. I will myself monitor the market days' supply of all inventory and use the Vauto tool help make more precise decisions to keep a proper mix of pre-owned inventory both CPO and other makes.

Describe your action plan in detail (be specific and include before and after measurements) I will sit down with the service director and service manager to establish a process to decrease the days to market from our average now of about 15 days to no more than 7 from time unit is clear for sale and fully front line ready. I will work with the Director of Operations to increase our service loaners/rentals to capitalize on the KIA CPO retail sales and in turn help service increase their profits by keeping rentals in house and in return keep a constant inventory of CPO units on hand.

I will be vigilant on making sure that my market based supply on each unit is based off of true market readings and not just buy from what may seem the right unit for stocking keeping in mind that it may be necessary to sell a unit short in age and look at its potential of further loss in the future. IE remember that with packs and recon in the cost the short deal could be the best for the company.

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

I will daily work with service department personal to review the progress of all trades and purchase's that come through the recon department and note and bottlenecks that may be slowing the process.

I will daily look at my inventory to insure a fast time to market and monitor the days in inventory and again the current market days' supply. And if necessary adjust pricing accordingly and possible wholesale if needed to keep inventory fresh.

I will monitor all service loaners/rentals making sure the mileage and condition of these units is being considered when it's time to remove from service and they are being properly maintained.

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: Service department personnel
- b. What: Being productive and efficient on the time the inventory stays in their possession and they are understanding of the cost to the company the longer a unit sits.
- c. By When: February, 1st 2018
- d. How: Sit down and address the need for this plan to be followed and maintained on a daily basis to accomplish set goals

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:
