

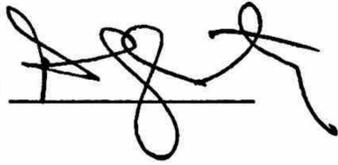
Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

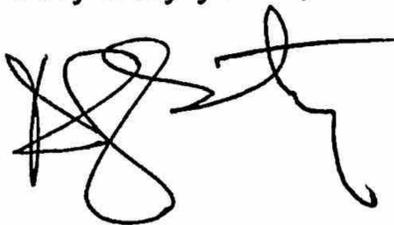
Dear Academy sponsor,

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 Butch Suntrup Sponsor's Signature 
Date 12/20/17

Very truly yours,



Departmental Action Plan

Dealership: SUNTRUP HYUNDAI

Student Name: JAKE BELCHER

Academy Week: FIXED OPS (PART 5) NOV 13TH-17TH

Class & Student Number: CLASS 330

Current Situation

We have low accessory sales and no real process in place to increase the number [12]

Overall Objective

We would like to increase our accessory sales with the help of our sales department. We feel working with them will help us attack this problem with increased focus and efficiency. [13]

Proposed Timeline

4/10/2017 [14]

Action Plan

Describe necessary actions to reach desired result: We will coordinate with sales to put together packages or stand alone

Requirements

1. Meeting with Dealer. Discussed Action Plan with Dealer Principal and he Approves [16]

2. Meeting with stakeholder(s) (dealership personnel). Service manager will meet with his employees and sales manager with his to go over new proposed action plan. We need everybody to be on the same page to achieve this goal. Describes what is in place to support desired goal: We will have sales meet with employees 1-2x per month to engage and see how the proposed plan is working.

3. Accountability: Monitoring progress: Who: Parts Manager and GSM What: Increase Sales for Accessories By When: 04/10/2018 How: Look at accessory sales for Previous Year Monthly Sales and use that as an indicator on progress.

4. Describe checkpoints that have been established to measure progress: Monthly Date(s) for review: 01/26/18, 02/23/2018, 03/23/18

5. Estimated cost for implementation: Should not cost us anything except for cost added to new cars.

Projected Date of Completion:

04/10/2018 [17]

Sponsor Signature:

Evaluation of Results: Include measured results

(in Metrics)

Impact Areas: Sales / Gross / Expenses / Net Profit / CSI /