

Departmental Action Plan

Student Name: Amy Peer

Class & Student Number: 326 Student 23

Academy Week: Variable Week 4

Current situation or challenge you want to address:

Old age units, spending money in service/reconditioning- on used cars- than wholesaling or taking to auction.

Overall Objective and Specific Desired Results:

Faster turn on vehicles and maximizing Gross Profit

Describe your action plan in detail (be specific and include before and after measurements)

No Pre-approved RO amount on any used cars currently anything under \$ 800.00 is automatically done. ALL repairs orders to be approved by used car manager.

If unsure on retail possibilities of a unit, don't spend the money on reconditioning or service, just wholesale unit and turn the unit and money.

Showcase over age units by lot placement as well as online with updated pictures and sale price.

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

Daily Manager meeting with Dealer Principal, F&I, GM, Service Mgr, Used Car Mgr and BDC Mgr to discuss which cars we want to keep as a collective team discussion.

Daily – Lot Walks and Website Checks

Used Car Manager to work closely with Service Mgr.

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 Advisor/Used Car Mgr
- b. What: Make sure all RO and used car one hour check are discussed with used car manager before any work is started.
- c. By When: Process started Jan 2, 2018
- d. How: Open communication with all departments, Daily Meetings at 4:00 PM to discuss used cars that need to be worked on next day. And what work will be done on unit.

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:

Meeting with Used Car Manager, Dealer Principal and myself –
Signed off : Lud Druchniak Dealer Principal/Sponsor
