

Departmental Action Plan

Student Name: David Sanders

Class & Student Number:

Academy Week: Week 4

Current situation or challenge you want to address:

Our current situation is we keep losing car keys and it takes a lot of time and money to correct. This is something that affects all parties of the dealership.

Overall Objective and Specific Desired Results:

To set up a system where we get keys sooner in as soon as the vehicle hits the lot. This would make the process smooth and help remove policy, time and lost sales.

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

My plan is to add 2 key tracks in the street department and two key track in sales department. The purpose will serve to eliminate missing keys. When a vehicle is brought in it is stock in by the vin number, once a stock number is assigned it will update. The machine will run of with so you know the location of the keys.

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

Short term this will form an habit, and hopefully clear up lost keys long term clear up items. Shop manager and sale managers will monitor process.

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: Sales manager, used car and script manager.
- b. What: accountability from all parties to keep their team involved.
- c. By When: 3 months.
- d. How: Following process.

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: