

Departmental Action Plan Template

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Class & Student Number:324-35

Academy Week (Var II):Week 5

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

(Homework modules assigned)

Currently at our dealership we have pretty bad problem confirming appointments. More often than not clients would show up and sales managers have no idea there were an appointment.

Overall Objective and Specific Desired Results:

My objective is to implement 10 step processes.

The main goal is to make 10 step processes, part of the daily routine

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

Set up a daily 10 minute meeting with BDC manager, to get her on the same page. Perform weekly or daily (If needed) training sessions with BDC representatives until desire results are achieved. Make BDC department accountable.

Break down lead by lead, point out areas that have to be improved.

Timeline:

Describe specific short term and long term checkpoints to monitor progress

Short term: to get everyone on the same page with the program.

Long term: Make 10 step setting appointments part of the dealership culture.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: BDC Manager, BDC Representative, Sales Managers
- b. What: Routinely follow 10 step setting appointment processes, and understand the importance of it.
- c. By When: On going
- d. How: Having daily meetings, going over desire goals, hold people accountable.

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:
