

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Overall Objective:

Proposed Timeline

Action Plan

Requirements

Meeting with Dealer:  
1. Action Proposed: Fix/Create SOP process

Meeting with stakeholder(s) (dealership personnel):  
2. Describe what is in place to support desired goal:  
People Process Accountability

Accountability: Monitoring progress:  
Who: Craig Baker, Toni Daniels, Renee Howard, Jesse Aguilar, Linda Hammonds, Paul Aceto, Mark Ramos  
What: SOP process, with follow up appointments  
3. By When: 60 days  
How: accountability for both the dealership and customers

Describe checkpoints that have been established to measure progress: bi-weekly, address any responses and this allows time for the postcard to circulate through the post office system.  
4. Date(s) for review: EOM for any outstanding SOPs still on shelves

5. Estimated cost for implementation: \$0.40 per stamp x 50 = \$20.00 (expecting to send 50 post cards to customers a month) T

Projected Date of Completion:

Sponsor Signature: Cindy Hach GM, FLCDJR

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:

Sales, depends on the labor for each SOP to get installed, the part is pre-paid. / Gross, we already make the gross on the pre-paid part. / Expenses \$124.49 for 300 postcards / Net Profit to be determined / CSI it can only get better, I think people will enjoy receiving a post card and not just an email they will most likely delete before opening.

PLEASE BE ADVISED THIS ASSIGNMENT BY IT'S SELF IS WORTH 100 POINTS.TAKE YOUR TIME AND GET IT CORRECT





