

Departmental Action Plan

Student Name: Travis Oltmann

Class & Student Number: H106

Academy Week: Week 4- Used Cars

Current situation or challenge you want to address:

Decreasing recon time

Overall Objective and Specific Desired Results:

Streamline recon process to get vehicles front line ready quicker, to increase used car sales.

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

Current recon time is 7.4 days. With the addition of rapid recon, all managers will be able to discuss on a daily basis where each vehicle in the process of recon. Using this process we hope to be under 5 days to front line ready.

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

Progress will be monitored daily. Should get desired results within 60 days.

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: Used car manager/service manager/parts manager/shop foreman
- b. What: Communication between all department managers
- c. By When: Daily
- d. How: Rapid recon report will be discussed in daily huddle.

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:
