

Action Plan 1

What will you do differently as a result of what you learned in this section?

I will come up with a new way to organize the SOP's to get a better control over them.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

We will be able to earn more money once we put the parts on the vehicle. We will be able to limit the amount of OBSO. If we do not do anything then the OBSO will continue to be a problem. We will also have money tied up in the wrong parts if we do not get the parts billed/installed.

What obstacles might you encounter and how can you overcome them?

I could have a problem changing the minds of the guys back there. I will need to show them the positives to the changes. After the changes, I believe that it will be a happier/smoothen process.

Identify your first few steps and the people who can help you with them.

Reorganize the bins. Move them from last names to weeks. Make it where they are more aware of what is going on. Get with my Parts Manager to help start the change and organizing. Get with the dispatcher to start following up more often to get the parts installed and money collected before we have to send them back.

Start Date: May 2nd

Completion Date: June 30th