

Departmental Action Plan Template Truck

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Class & Student Number: 036-10

Academy Week (Var II): week 5

Current situation or challenge you want to address in the following categories, please select one:

1. Sales Meeting Best Practices
2. Employee Retention
3. F&I
4. New Truck Inventory
5. Gross Profit Retention

6. New Truck Sales Process

- **Overall Objective and Specific Desired Results:**

Selected challenge: F&I. Currently we do not have a F&I department. My objective includes discussions with the President about a possible introduction into this field. Desired results are to come out of the meeting with an agreement to begin plans to set up this department. This topic will take time to implement, better to move slow and time it right than rush into things with poor judgement and timing. Future results if this department happens to be created would be to earn income simply by financing truck deals.

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

Well since this would be a new venture for Northwest Trucks Inc. we do not have any before measurements. Post measurements obviously includes a positive net return on investment. Action plan, I received a Finance and management degree from UIC with a 4.0gpa. I will return to my financial days and calculate ways to make this possible.

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

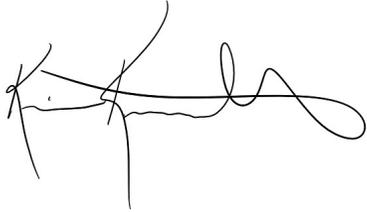
Short term, set up a meeting with the President and propose the idea after I have done all my research. Long term and checkpoints will all depend on if the F&I department becomes adopted.

- **Meeting with Stakeholders (dealership personnel)**

- o Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PAIN, Gain, Pain). Include timelines / Accountability / Monitoring process

- **Who:** Need to get the President on board. I will be assisted in the preproposal leg work by my brother

- **What:** Determine if opening this department makes financial sense gains and can be competitive with other sources.
- **By When:** This is not something you rush into, we will take graceful steps to assure we are ready, we'll know when.
- **How:** How? This all depends on if the leap to create this department becomes accepted.

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