

Departmental Action Plan

Dealership: Birmingham Freightliner

Student Name: Felix Gerster
Burke Reynolds

Academy Week: 2/25/18 - 3/2/18

Class & Student Number: 038

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

Current Situation

Will Call Process - The entire will call process for the dealership is a mess. The abandonment rate for orders are high, the parts are not purged consistently, the products are hard to locate, and the processes are not being followed in order to maintain an efficient will call process.

Overall Objective:

The overall objective is to develop and implement both a written standard operating procedure as well as policy that allow us to better maintain the will call process while at the same time servicing our customers.

Proposed Timeline

The project is to be completed by April 30st.

Action Plan

1. Develop JAD "Joint Application Development" Team
2. Complete Fishbone diagram to understand root cause issues and road blocks in current Will Call process.
3. Build Value Stream Map with SME's to develop blue sky vision of Will Call area.
4. Discuss, write, and implement policy that will set roadmap for new process.
5. Develop, implement, and audit new standard operating procedures for Will Call.

Requirements

Meeting with Dealer:

Action Proposed:

1. New Policy to discuss: Prepaid Will Call only, Credit Card Transactions, Return Policy, Special Order Parts Policy
2. New Processes to discuss: 3 Day Max hold for customers, bulk segregated, daily purging process, audit process

Meeting with stakeholder(s) (dealership personnel):

Describe what is in place to support desired goal:

1. Will Call Workshop to Include: Fishbone Diagram discussion, Value Stream Mapping Exercise, Blue Sky Vision developed, audit process built and implemented

Accountability: Monitoring progress:

Who: Felix Gerster & Burke Reynolds

What: Will Call Audit

By When: Monthly

How: Monthly "Go & See" audit

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

Date(s) for review: Semi-weekly meetings to discuss checkpoints and project updates.

Estimated cost for implementation: None

Projected Date of Completion: 4/30/18

Sponsor Signature:

Evaluation of Results: include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

TBD