

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Michael Haddad Sponsor's Signature 

Date 3/14/18

Very truly yours,

Departmental Action Plan

Dealership **HADDAD DODGE/KIA**

Student Name **CESAR CACERES**

Academy Week **WEEK 2**

Class & Student Number **333**

Current Situation **My action plan will focus on the back counter. Currently there is a misuse of time. Befor week 2 of the Accademy, I would walk though the shop and notice technicians standing in line for parts. My first thoughts were "WoW we are busy". After attending week 2 my thoughts are "WoW what a wast of time and money".**

Overall Objective: **Our Overall Objective is to inccress efficiency for our Tecnicians and inccress CSI.**

Proposed Timeline **Our proposed timeline would be 30 days.**

Action Plan **1.We will be hiring a parts runner and will look to recruit within. Dennis our Parts manager will spend time training our parts runner.Dennis our pa**

Requirements **Meeting with Dealer:
1. Action Proposed: Michael Haddad is informed and agrees with the action plan**

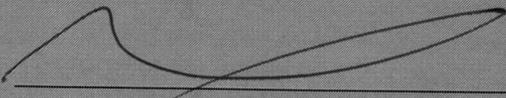
**Meeting with stakeholder(s) (dealership personnel):
2. Describe what is in place to support desired goal:
We had a meeting with the service manager and the parts manager to discuss our plan. We coverd the action plan and went over the parts runners duties. We also coverd on how this effects CSI and Service Department gross.**

**Accountability: Monitoring progress:This will be monitord daily by all Fixed Operations Managers and myself as the future General Manager. The service manager will talk to the technicians to verify parts are getting deliverd at a timely manner.The Parts manager will supervise and coach our parts runner to ensure maximum efficiency. I will walk through the shop multiple times and talk to all fixed Managers to ensure consistency. We believe that this could accomplish our goal within 30 days.
Who:
What:**

**Describe checkpoints that have been established to measure progress:Our checkpoints will be done daily by all fixed Managers. Progress will be measured by a inccress in CSI and Service department gross.
4. Daily / Weekly / Bi-weekly / Monthly /
Date(s) for review:**

5. Estimated cost for implementation: The only cost that we will absorb is adding a new employee.

Projected Date of Completion:

Sponsor Signature: 

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

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI / CSI will be impacted. How ? We have determind that technicians lose a average of 20 minutes is lost per day waiting for parts. Turn time is the key to good CSI. When we dig deeper we start to understand how this relates to Gross..... 20 minutes per day, times that by the number fo Technicians 22 = 440 minutes Divided by 60 minutes in one hour is 7 non productive hours per day Times our effective labor rate of \$110 \$770 per day times a average of 22 working days= \$16940 in sales per Month and if i used NADA standard 75% Its \$12705.00 gross lost per month.