

# 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 MARK WELCH Sponsor's Signature   
Date 3/28/18

Very truly yours,

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Overall Objective:

Proposed Timeline

Action Plan

Requirements

Meeting with Dealer:

1. Action Proposed: Automate the SOR process in order to minimize obsolesence an maximize Gross with improved CSI

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:  
Training / Coaching / ±Consequences related to results / Pain & Gain required reporting to GM with weekly SOR balance and age of SOR inventory

Accountability: Monitoring progress:

3. Who:parts manager/service manager  
What:SOP  
By When:Weekly  
How: Friday morning service/parts meeting

Describe checkpoints that have been established to measure progress:

4. Daily / Weekly / Bi-weekly / Monthly /  
Date(s) for review: Weekly

5. Estimated cost for implementation: \$0

Projected Date of  
Completion:

April 1 2018

Sponsor Signature:



Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /