

# Departmental Action Plan

Student Name: JD Roberts

Class & Student Number: 329 37

Academy Week: 5

## Current situation or challenge you want to address:

Our recon time and standard are way out of nada standards and is hurting our ROI on used vehicle retail and wholesale gross.

## Overall Objective and Specific Desired Results:

We are currently averaging 8 days to recon an auction unit or a trade to be retail ready. It is my goal to get the recon to 60 hrs. from the point the unit is landed on our lot. We are a rural dealer and with online buying its take on avg 3 days to get purchases delivered.

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

The first hurdle is having the used car dept. writing up the PDI ticket to let service know that we have a unit ready. This now will be automatic when to vehicle is traded through F & I or accounting when it is stocked in. Service will have all information the same day.

The second hurdle is giving used cars to A line techs. These are the most skilled service techs. It seems to be impossible for them to finish an internal ticket without several waiter customers pay ticket slide in front by service writers. I am not upset as the retail customers should be taken care of at all costs. We will have to dedicated B/C techs that only work on used cars and loaners. Any work that is beyond their capabilities will be route back to the shop and dispatched to the appropriate tech. There are 6 bays next to detail that will house the used car techs. This will allow the detail to and service to work with greater fluidity.

Our detail has done a great job with quality work and same day turnaround times. The only delay has been with vendors that only come weekly. I will demand that our vendors are the twice a week or they will share the work with their competition.

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

I have been measuring the PDI from arrival to the lot by department since Aug 2017. I have a independent employee sales, service and detail monitor progress of the cars Monday, Wednesday and Friday. This doc is sent to all the employees involved in the PDI process.

S+A1:J74toc k No.	Year	Make	Model	Age	VIN	Mileage	Location & Date	Web	Picture
<a href="#">J756A</a>	2017	CHEV	SILVERADO 1500	2	3GCUKREC0HG338962	4,319			
<a href="#">J798A</a>	2014	FOR D	10	2	1FTEX1CM6EFC29809	61,767			
<a href="#">J798B</a>	2013	FOR D	F-150	2	1FTNF1CF0DKF22762	50,255			
<a href="#">U5065B</a>	2017	GMC	TERRAIN	2	2GKFLSEKXH6259044	26,600			
<a href="#">R1582</a>	2017	FOR D	EXPEDITION	3	1FMJU1JTXHEA11458	48,909			

<a href="#">R1583</a>	2018	FOR D	F-150	3	1FTEW1E51JFA08170	14,300	SERVICE 3/23		
<a href="#">J761B</a>	2011	SUBA	FORESTER	3	JF2SHBDC0BH741501	101,536			
<a href="#">R1584</a>	2017	DOD G	JOURNEY	3	3C4PDCBG1HT532970	33,263	SERVICE 3/26		
<a href="#">J610B</a>	2013	RAM T	1500	3	1C6RR7GT9DS695456	55,273			
<a href="#">U4951A</a>	2013	CHE V	TAHOE	3	1GNSKBEO5DR296892	87,081	SERVICE 3/26		
<a href="#">J690B</a>	2016	DOD G	GRAND CARAVAN	4	2C4RDGCG0GR384259	49,274	SERVICE 3/23		
<a href="#">J739A</a>	2015	CHE V	SILVERADO 1500	4	1GCVKSEC9FZ270816	44,339	SERVICE 3/26		
<a href="#">R1560A</a>	2014	JEEP	PATRIOT	5	1C4NJRFB3ED540748	55,145	SERVICE 3/23		
<a href="#">U5066</a>	2017	CHE V	MALIBU	5	1G1ZE5ST8HF265621	15,124	SALES 3/26		
<a href="#">U5067</a>	2017	CHE V	CRUZE	5	3G1BE6SM4HS608596	17,139	SERVICE 3/22		
<a href="#">U5068</a>	2017	CHE V	CRUZE	5	1G1BE5SM5H7246786	13,916	SERVICE 3/22		
<a href="#">U5069</a>	2017	CHE V	CRUZE	5	1G1BE5SM3H7265286	13,039	SALES 3/26		
<a href="#">U5070</a>	2017	CHE V	CRUZE	5	1G1BF5SM9H7242818	16,831	SALES 3/26		
<a href="#">U5071</a>	2017	CHE V	CRUZE	5	3G1BE6SM1HS605591	17,779	SERVICE 3/22		
<a href="#">U5072</a>	2016	CHE V	SUBURBAN 1500	5	1GNSKHKC6GR443467	44,160	DETAIL 3/23		
<a href="#">R1577</a>	2018	CHE V	COLORADO	6	1GCGTCEN5J1101882	14,699	SALES 3/26	Y	N
<a href="#">R1578</a>	2016	CHE V	CRUZE	6	1G1PE5SB8G7200064	31,548	SALES 3/26	Y	Y
<a href="#">R1579</a>	2018	CHE V	IMPALA	6	2G1125S30J9109867	15,918	SERVICE 3/22	Y	N
<a href="#">R1580</a>	2018	CHE V	IMPALA	6	2G1125S36J9110151	19,302	DETAIL 3/26	Y	N
<a href="#">R1581</a>	2017	FOR D	F-250	6	1FT7W2B63HED93890	37,651	DETAIL 3/26	Y	N
<a href="#">J770A</a>	2012	CADI	SRX	6	3GYFNAE3XCS529631	70,842	SERVICE 3/21	N	N
<a href="#">J371A</a>	2014	CHE V	CRUZE	6	1G1PE5SB1E7136656	36,965		Y	N
<a href="#">H1298B</a>	2008	GMC	ACADIA	7	1GKER23728J249622	115,121	SERVICE 3/21	N	N
<a href="#">J716A</a>	2015	TOYO	TUNDRA	7	5TFAW5F11FX440051	82,212	SERVICE 3/21	N	N
<a href="#">U5061</a>	2017	FOR D	TRANSIT CONNECT	7	1FBZX2YM7HKA87843	23,779	DETAIL 3/23	Y	N
<a href="#">U5062</a>	2016	KIA	SORENTO	7	5XYPG4A36GG105799	57,968	SALES 3/26	Y	N
<a href="#">H683A</a>	2016	CHRY	TOWN & COUNTRY	9	2C4RC1BG7GR103995	26,408	SALES 3/26	Y	Y
<a href="#">H683B</a>	2012	CHE V	IMPALA	9	2G1WC5E30C1299718	37,014	SERVICE 3/19	Y	N
<a href="#">J748A</a>	2012	CHE V	SONIC	9	1G1JB6SH9C4116727	96,687	SERVICE 3/20	Y	N
<a href="#">H237A</a>	2016	CADI	ATS	10	1G6AN5SY8G0142020	3,400	SALES 3/19	Y	Y
<a href="#">U5057</a>	2015	CADI	SRX	10	3GYFNEE36F5543392	47,119		Y	N
<a href="#">R1576</a>	2017	FOR D	F450	11	1FD0W4HT7HEB36625	86,531	SALES 3/20	Y	Y
<a href="#">J278A</a>	2014	GMC	SIERRA 1500	11	1GTR1TEHXEZ375272	27,415	SALES 3/20	Y	Y

<a href="#">R1573</a>	2017	FOR D	EXPEDITION	12	1FMJU2AT0HEA12298	46,719	SALES 3/25	Y	Y
<a href="#">R1574</a>	2017	JEEP	WRANGLER UNLIMITED	12	1C4HJWEG8HL611204	19,505	SALES 3/22	Y	Y
<a href="#">R1575</a>	2017	GMC	ACADIA	12	1GKKNULS9HZ228928	34,594	SALES 3/22	Y	Y
<a href="#">R1529B</a>	2017	CHE V	TRAVERSE	12	1GNKVHKD7HJ124417	20,790	DETAIL 3/23	Y	N
<a href="#">U5056</a>	2016	CADI	SRX	12	3GYFNBE36GS578546	13,076	SALES 3/22	Y	Y
<a href="#">J413A</a>	2017	CHE V	SILVERADO 1500	13	3GCUKREC0HG460088	15,196	SALES 3/26	Y	N
<a href="#">J498B</a>	2017	GMC	SIERRA 1500	13	3GTU2MEC6HG288152	9,381	SALES 3/19	Y	Y
<a href="#">H1311B</a>	2017	CHE V	IMPALA	13	1G1105S3XHU128316	23,191	SALES 3/19	Y	Y
<a href="#">R1570</a>	2017	DOD G	GRAND CARAVAN	13	2C4RDGCG2HR664279	32,518	SALES 3/26	Y	Y
<a href="#">R1571</a>	2017	DOD G	GRAND CARAVAN	13	2C4RDGCG8HR699716	36,682	SALES 3/22	Y	Y
<a href="#">R1572</a>	2017	FOR D	EXPLORER	13	1FM5K8F87HGC68280	24,836	SALES 3/22	Y	Y
<a href="#">H245B</a>	2014	JEEP	CHEROKEE	13	1C4PJMCB4EW180944	22,108	SALES 3/22	Y	Y
<a href="#">U4899B</a>	2016	CHE V	IMPALA LIMITED	13	2G1WB5E34G1106074	40,922	SALES 3/22	Y	Y
<a href="#">U5041B</a>	2012	CADI	SRX	13	3GYFNFE30CS546645	62,438		Y	N
<a href="#">U5051A</a>	2014	JEEP	GRAND CHEROKEE	13	1C4RJFBG2EC101547	64,922	SALES 3/23	Y	Y
<a href="#">U5052</a>	2017	CHE V	MALIBU	13	1G1ZE5ST3HF172571	41,560	SALES 3/20	Y	Y
<a href="#">U5053</a>	2014	CHE V	CAMARO	13	2G1FG1E34E9156482	32,609	SALES 3/22	Y	Y
<a href="#">U5054</a>	2016	CADI	SRX	13	3GYFNDE39GS570081	14,911	SALES 3/21	Y	Y
<a href="#">U5055</a>	2016	JEEP	WRANGLER UNLIMITED	13	1C4BJWDG3GL194922	30,696	SERVIC 3/14	Y	Y
<a href="#">R1516A</a>	2013	GMC	TERRAIN	14	2GKALWEK3D6102693	76,824		N	N
<a href="#">J734A</a>	2018	GMC	TERRAIN	14	3GKALWEU5JL257920	458	SALES 3/19	Y	Y
<a href="#">J355A</a>	2009	FOR D	F-150	14	1FTPW14V89KC71995	105,094	SALES 3/20	Y	Y
<a href="#">J700A</a>	2011	FOR D	EXPLORER	15	1FMHK8D88BGA24645	144,653	SERVICE 3/19	Y	N
<a href="#">U4985B</a>	2010	CHE V	CAMARO	15	2G1FT1EW9A9151911	69,327	SALES 3/14	Y	Y
<a href="#">J702B</a>	2012	CHE V	SILVERADO 1500	16	1GCRKSE78CZ346509	100,644	SALES 3/19	Y	Y
<a href="#">J725A</a>	2007	TOYO	PRIUS	16	JTDKB20U473277745	94,320		Y	N
<a href="#">J726A</a>	2013	BUIC	ENCLAVE	16	5GAKVDKD5DJ183544	53,859	SALES 3/16	Y	Y
<a href="#">J730A</a>	2011	CHE V	SILVERADO 1500	17	1GCRKTE34BZ107511	29,236	SALES 3/23	Y	Y
<a href="#">R1526B</a>	2012	FOR D	F-250	18	1FT7W2B65CEA9315	164,595	SALES 3/23	Y	Y
<a href="#">J727A</a>	2013	TOYO	SEQUOIA	18	5TDJW5G12DS077017	106,382	SALES 3/15	Y	Y
<a href="#">H585B</a>	2014	CHE V	EQUINOX	18	2GNFLHE35E6349020	76,583	SALES 3/22	Y	Y
<a href="#">J343A</a>	2018	JEEP	GRAND CHEROKEE	18	1C4RJFAG1JC152095	7,689	SALES 3/14	Y	Y
<a href="#">J343B</a>	2018	JEEP	COMPASS	18	3C4NJDCB1JT114603	3,386	CDJR SERV 3/12	Y	Y

<a href="#">U5048</a>	2017	CHEV	CRUZE	18	1G1BE5SM0H7247036	22,299	SALES 3/12	Y	Y
<a href="#">R1565</a>	2017	CHEV	EQUINOX	19	2GNALCEK3H1575482	21,923	SALES 3/16	Y	Y
<a href="#">R1566</a>	2017	CHEV	EQUINOX	19	2GNALCEK4H1611065	15,675	SALES 3/14	Y	Y
<a href="#">R1567</a>	2017	CHEV	TRAVERSE	19	1GNKRGKD6HJ274159	32,978	SALES 3/26	Y	Y
<a href="#">R1568</a>	2016	GMC	TERRAIN	19	2GKFLUE36G6229915	44,254	SALES 3/19	Y	Y
<a href="#">R1569</a>	2017	GMC	YUKON	19	1GKS2BKC4HR181430	35,192	SALES 3/12	Y	Y
<a href="#">J574A</a>	2012	FORD	FOCUS	19	1FAHP3K20CL453624	98,385		Y	N
<a href="#">J635C</a>	2009	PONT	G6	19	1G2ZG57B094193218	122,411		Y	N
<a href="#">U5046</a>	2016	CHEV	EQUINOX	19	2GNALCEK0G6269597	18,964	SALES 3/14	Y	Y
<a href="#">H658A</a>	2014	BUIC	ENCORE	20	KL4CJBSB1EB779614	35,999	SALES 3/12	Y	Y
<a href="#">J714A</a>	2013	CHRY	300	20	2C3CCAAG0DH515026	33,179	CDJR SERV 3/8	Y	N
<a href="#">U5042</a>	2013	CADI	XTS	20	2G61V5S38D9150902	57,771	DETAIL 3/17	N	N
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<a href="#">U5065A</a>	2004	FORD	F-350	2	1FTSW31PX4EE03979	211,153			
<a href="#">J761A</a>	2003	GMC	YUKON XL	3	1GKFK66U23J160949	157,164			
<a href="#">U5073</a>	2010	CHRY	SEBRING	3	1C3CC5FB4AN112464	104,254			
<a href="#">J770B</a>	2008	JEEP	WRANGLER	6	1J8GA64188L599797	115,336			
<a href="#">U5063</a>	2006	FORD	F-350	6	1FTWW30P76ED61678	197,938			
<a href="#">U5058</a>	2011	CHEV	CRUZE	10	1G1PF5S93B7115054	107,687			
<a href="#">H786B</a>	2006	GMC	SIERRA 2500	19	1GTHK29D36E253050	273,752			

### Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process

- a. Who: David Varnell used car manager  
Will Smith fixed opps manager  
Tyler Williams detail manager  
JD Roberts GSM

- b. What: Discuss any vehicles that aren't on schedule to be ready by the due date.
- c. By When: 7:30 each Wednesday morning. This allows time for things to go wrong and plenty of time to get them fixed.
- d. How: These will be mandated by our owner Bob Poyter.

**Dealer agreement:**

If you need your sponsor's support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:

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