

Departmental Action Plan Template

Student Name: Peter Zagorski

Class & Student Number: 328/40

Academy Week (Var II):

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

Since we are in the middle of a \$3,000,000 remodel, we are able to change our entire phone system. Our old phone system was very limited in what it could do. We are in the process of installing a new Panasonic state of the art phone system. We are building a separate office for the BDC department hiring 2 additional people and have signed up with CALLREVU360, which is a phone training company vetted by Subaru.

Overall Objective and Specific Desired Results:

Improve appointment setting percentages, handle all calls in a professional manner, quantify progress

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

The entire dealership is undergoing training. Each department including BDC, Sales, Service and Parts are going through training. Calls are reviewed by CallREV360 and are played back with scores attached. All calls receiving less than a 90% score are addressed and the persons are re-coached. The 6 month goal is to have the entire dealership average 90% or above

Timeline:

Describe specific short term and long term checkpoints to monitor progress

The callrev360 program is an ongoing training program. Scores should immediately start going up. Coaching will continue as we grow and need to train new people and re-train veterans

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: Entire dealership
- b. What: Phone training
- c. By When: Currently happening
- d. How: Call REV360

Dealer agreement:

If you need your sponsors 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:

Our owner Joe is a retired ex Marine. The meeting went like this.. “ Joe, we are installing state of the art phone systems, but if we don’t train our people to use proper phone etiquette to use these phone systems we may as well have burned the \$60,000 we just spent.

His response.. “Well you go to these NADA classes and have made some excellent improvements in all the departments since you started. Sign up a phone training company immediately and stick with it.”
