

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 Scott A. Landers Sponsor's Signature

Date 4-12-18



Very truly yours,

Departmental Action Plan

Dealership Landers Chevrolet of Norman

Student Name Shawn Groff

Academy Week 3/5-3/9

Class & Student Number N334-27

Current Situation

We currently have \$80,939 in obso parts, we haven't been tracking our lost sales and have not had a policy on returns oe special order parts.

Overall Objective:

We want to start tracking our lost sales and set up our phase in and phase out, set a policy for our returns and special order parts, and reduce our future chance of obso parts as well as get our current obso cut down in half.

Proposed Timeline

We would like to have the current obso parts cut in half by the end of May 2018, and have a policy set for our sop's and returns by April 1st, we have already started tracking lost sales .

Action Plan

Describe necessary actions to reach desired result: my parts manager, our parts employees and myself will meet to discuss d

Requirements

Meeting with Dealer:

1. Action Proposed:

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:

Training / Coaching / ±Consequences related to results / Pain & Gain ; communication,

Accountability: Monitoring progress:

Who: myself, ryan

3. What:cut current obso in half, set new policies, monitor phase in and phase out along with tracking lost sales

By When:cut obso by end of may

How:communication, posting obso inventory to craigslist/facebook, each counter person turning in lost sales daily

Describe checkpoints that have been established to measure progress: lost sales will be tracked daily, phase in and phase ou will be tracked monthly

4. Daily / Weekly / Bi-weekly / Monthly /

Date(s) for review:MAY 1st and June 1st

5. Estimated cost for implementation: time and effort is all.

Projected Date of
Completion:

June 1st

Sponsor Signature: _____

Evaluation of Results: include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /