

Departmental Action Plan

Student Name: Tom Mitchell

Class & Student Number: N329, #42

Academy Week: 2/19 - 2/23

Current situation or challenge you want to address:

Currently we do not have a good way of tracking our shop turn. I have one way, my shop has their own way, and my inventory manager has his as well. All of our turns are different and its really starting to affect the used car turn. We are also having some communication issues (waiting on approval, it was approved 4 days ago, can't find the car, can't find the keys, etc. I need to have a clear service and detail turn requirement and process.

Overall Objective and Specific Desired Results:

I want to get our service turn down to 72 hours, and 24-hour detail. While also developing a solid process that will help with the over all communications and ease of locating and working on used units. We currently do not have a constant turn count, as far as service hours. I have my own tracking that is putting us close to a 10-day turn, which is unacceptable.

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

While I was at the NADA show I set up several demos with companies that would help with the issues we are having. I found one that addressed all our issues and I am in the process now to get the finally approvals and backing so we can move forward with Rapid Recon.

The 1st part of the new process is figuring out what we want our process to be and how we want it all laid out. Which steps first and what's second.

We are going with Rapid Recon, which will allow me to break down the work by technician and detail person and see who my performers are and where my improvement can be made. We are going to have it set up on an open format, by this I mean I will allow service and detail to grab the cars as needed. Sometime if the shop is busy and detail can knock out the detail while waiting it will stream line the process.

We do not currently have a service turn measurement, based on my basic watch its about 9 days. I am going to really push the rapid recon and training and give it a 3-month trial to see if that will get us to our desired 72-hour service turn.

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

I will monitor the work every day, as well as everyone involved. There will be no more self-accountability. Everyone will be exposed moving forward with rapid recon and we will all know where my weak links and break downs are. The long-term monitoring will be the same as the short term. Software and systems only work if the processes to use them are in place.

I would like to be down to a 72 hour turn in 3 months and the long-term goal is to maintain that 72-hour turn, no matter what hiccups we have, short on techs, over bookings, surprise jobs. The strongest process withstands the hardest times.

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:** Sales managers, Service manages, Techs, Forman, detail, service writer.
- b. **What:** Rapid recon will have us all trained by may 1st. This will provide a seamless transition into our new process. (as seamless as we can make it).
- c. **By When:** May 1st is our target launch date. Training will start 4/16 and will be provided throughout our contract. We will have 2 weeks working on a dummy system to get us up to speed to go full go on our new system by may 1st. 3 months is our desired timeframe to have us down to a 72-hour turn.
- d. **How:** I have set up times for each person involved to have private and personal training, as well as group training for departments for 2 weeks. I chose to have this done before we go live with the system so everyone can already see the benefits of this and how important it is for us to get our turn down.

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:

A handwritten signature in blue ink is written over a solid horizontal line. The signature is stylized and appears to consist of several overlapping loops and strokes, possibly representing the initials 'KMA'.