

Action Plan:

Large Initiative:

We see a great amount of importance in focusing on the employees in the Parts department and providing them with more ability to train, teach, and get their opinions across. We want the employees to feel like their opinions matter and there is a path for them in the organization, if they keep working towards continued progress. We plan on doing this by:

1. If they so choose, providing employees with the opportunity to learn (cross-train) with other positions in the group.
2. Have the Parts manager have monthly meeting with each employee (8) about the progress made in their current job and what they have learned when cross-training.
3. Our monthly department meeting will now include an idea component. Each employee will be required to bring an idea on how we can improve the department be it through organization, sales, or goals. We have also met with the GM of the store and have received a commitment from him to attend our monthly department meetings.

We understand how hard it is to implement and sustain goals. We plan on sustaining this model through 2018, and then reviewing the progress from the goal.

Administrative Policy:

There will now be a written and displayed policy for all the counter guys to count Lost Sales in the same way. This will be a uniform process that we will expect to be followed diligently.