

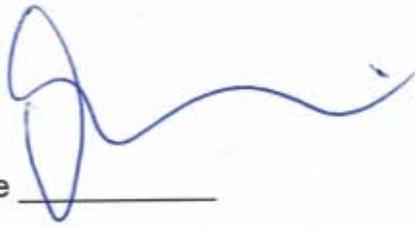
Verification Form Regarding the Departmental Action Plan

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 MADHANI ISSAHI Sponsor's Signature 
Date 4/15/18

Very truly yours,

Departmental Action Plan

Dealership **NISSANI BROS
ACURA**

Student Name **PATRICK TOLEDO**

Academy Week **WEEK 2 PARTS
3/5-3/9**

Class & Student Number **N334**

Current Situation

(1) PARTS COUNTER REPS ARE ORDER TAKERS AND NOT ORDER MAKERS. (2) LOSS SALES ARE NOT BEING TRACKED (3) PARTS RECONCILIATION NEEDS TO BE DONE MONTHLY.

Overall Objective:

SET SALES GOALS AND DEVELOP CAMARADERIE WITH PARTS REP AND RECONCILE PARTS INVENTORY ON A REGULAR BASIS.

Proposed Timeline

Jul-18

Action Plan

(1) SCHEDULE A MONTHLY MEETING BETWEEN PARTS DIRECTOR AND BUSINESS MANAGER REGARDING INVENTORY RECONCILIATION. (2) PARTS COUNTER REPS ARE BEING CLOSELY MONITORED ON TRACKING LOSS SALES. (3) PARTS DEPARTMENT MEETING WILL BE HELD ONCE A WEEK TO REINFORCE TRAINING ON VARIOUS ASPECTS OF THE DEPARTMENT INCLUDING BUT NOT LIMITED TO STOCKING, ORGANIZATION, DIRTY CORES, SOP'S, INDIVIDUAL SALES GOALS. (4) MONTHLY CONTEST WILL BE SET IN PLACE TO PROMOTE UNITY AND SET CULTURE OF THE DEPARTMENT.

Requirements

- Meeting with Dealer:**
- 1. Action Proposed: To Schedule a Monthly meeting with the owners to go over progress and to set new goals in Parts Department. Ideally on the first week of the month after pay roll.**

- Meeting with stakeholder(s) (dealership personnel): Weekly meetings for parts department and Monthly for Parts director, Business office and Owner.**
- 2. Describe what is in place to support desired goal: Consistent communication regarding current sales for the department, monitor individual sales, spot check ROs and review with parts counter if theres any correction. Incentivize parts reps to promote sales and efficiency. Continuously review process and get evryones input on how to make it better. Push for a regular pats reconcilication.**

- 3. Accountability: Monitoring progress:
Who: Parts Director / Parts Assistant Manager / Business Manager**

What: Process, Reviews, Goals and Reconciliation
By When: July 2018
How: Consistency will be the key.

4. **Describe checkpoints that have been established to measure progress:**
Daily: 10 - 15 Min meeting to open up the day. Review and follow up on work from previous day / Weekly: Meeting with Asst Parts Manager and Director to track progress and review SOP / Bi-weekly: N/A / Monthly: Reconciliation with parts director and business office /

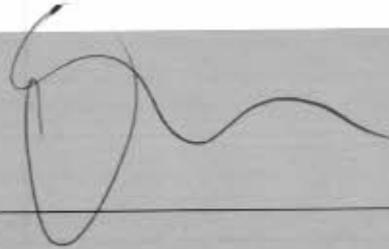
Date(s) for review: May, June and July 2018 every Wednesday for Managers and every 8th of the Month for parts reconciliatoin

5. **Estimated cost for implementation: N/A**

**Projected
Date of
Completion:**

July 2018

**Sponsor
Signature:**



**Evaluation of
Results: Include
measured results.**

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /