

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 J. J. J. J. J.

Sponsor's Signature 

Date 6/11/18

Very truly yours,

Departmental Action Plan

Dealership JM LEXUS

Student Name GREG ZEIGLER

Academy Week PARTS WEEK

Class & Student Number N335

Current Situation

There is currently little communication between the parts warehouse and the parts associate regarding SOP tires. Currently the parts associate will receive a SOP request for tires and they're not properly communicating to the warehouse that they need SOP tires for a specific customer. They're also not communicating properly to the service writer so they can set the appointment with the customer once the tires arrive.

Overall Objective:

The overall objective would be to get the communication upfront and the proper paperwork to the parts warehouse to ensure a faster turnaround time once the tires arrive in the warehouse. This will ensure the parts warehouse knows who the tires belong to once they arrive on the delivery truck.

Proposed Timeline

We expect to train the entire team starting Tuesday, 6/5/2018. We will provide this training for one week with the expectation to begin the new process by Tuesday, 6/12/2018. We will provide additional training throughout the month of June with the expectation the process is being followed 100% of the time by Monday, 7/16/2018.

Action Plan

Describe necessary actions to reach desired result: 1) The Parts Specialist will order tires from our vendor once a customer requests SOP tires. 2) The Parts Specialist will then send an email containing all tire information and guest information to all warehouse associates and to the specific service writer if necessary. 3) Once the tire arrives and is received by the warehouse associate, it will then be tagged with the information that was provided from the email that was sent at time of order. 4) Once the tires have arrived, the warehouse associate will then send an email to all of parts and to the service writer letting everyone know the tires are in. 5) The tires are then placed in the special-order rack where the warehouse associate or parts runner will then take them once the customer arrives for installation.

Meeting with Dealer: Met with Jim Dunn, General Manager and VP to discuss action plan on 6/1/2018

1. Action Proposed: We will create a process to improve communication between the warehouse and the parts specialist for SOP tires when they arrive on the truck.

Meeting with stakeholder(s) (dealership personnel): Met with Richard Hernandez and John Smith to develop and present action plan on 6/1/2018.
Describe what is in place to support desired goal: John and Richard are responsible for training which will take place from Tuesday, 6/5 - Monday, 6/11. After implementation, they will be responsible for coaching those Associates who don't consistently follow this new process. They will identify breakdown in process by consistently inspecting what they expect daily. If the associates don't respond to coaching, they will then hold them accountable which includes performance managing. They must give clear direction to ensure the associates understand the expectation and consequence.

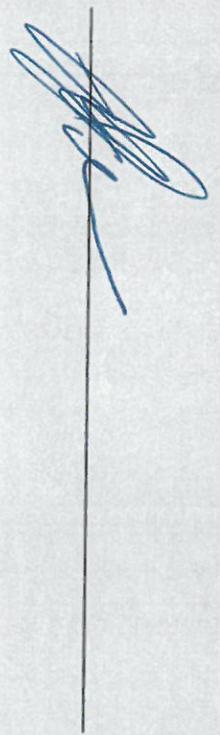
2. Accountability: Monitoring progress:
Who: Richard Hernandez (Parts Manager) and John Smith (Parts Manager) will be responsible for holding the associates accountable.
What: They will monitor their team on a daily, weekly, bi-weekly then monthly basis to ensure the process is being followed.
By When: They will start monitoring the process starting the day of implementation, then will continue to do so indefinitely.
How: Inspecting what they expect to ensure the process is being followed.

3. Describe checkpoints that have been established to measure progress:
John and Richard will be inspecting this process daily during the first 30 days after implementation. They will do this by checking the SOP spreadsheet for tires and then checking for the email from the parts specialist to ensure this process is being followed. After the first 30 days, the inspecting will move to weekly for the next 30 days, then bi-weekly for 90 days and then monthly starting December 1st, 2018.

4. Estimated cost for implementation: There shouldn't be any hard cost associated with the implementation of this process.

Projected Date of Completion: 12/01/2018

Sponsor Signature:



(± Metrics)

Evaluation of Results: Include measured results.

Impact Areas:

Sales: Less chance for lost sales / Gross: Less lost sales increase gross / Expenses: Not returning special order tires which never get installed because of poor communication / Net Profit: Increase in net profit with as a result of increase in gross with not additional expense / CSI: Improved CSI should have the biggest impact as we will be creating a more efficient experience with our customers. This will result in higher CSI. /