

Departmental Action Plan

Dealership KC SUMMERS

Student Name MATT BOWEN

Academy Week MAY 15-19

Class & Student Number N324

Current Situation

WE SELL TOO MANY AFTERMARKET PARTS. THIS HURTS OUR PROFIT MARGIN AND FACTORY RETURN PROGRAMS. ALSO, THE TECHS HAVE TO WAIT FOR PARTS TO ARRIVE, DECREASING SHOP HOURS AND PRODUCTIVITY.

Overall Objective:

INCREASE % OF OE PARTS TO AT LEAST 75%

Proposed Timeline

ACHIEVE BY NOVEMBER 1ST. INCREMENTAL IMPROVEMENTS OVER THE FOLLOWING MONTHS.

Action Plan

Describe necessary actions to reach desired result: Adjust Service advisors pay plans to incentivize OE parts.

Requirements

Meeting with Dealer:

1. Action Proposed: ADJUST SERVICE ADVISORS PAY PLAN TO WEIGHT OE PARTS

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: TRAIN ADVISORS IMPORTANCE OF SELLING OE PARTS. COACH ADVISORS TO OVERCOME PRICE OBJECTIONS. THIS WOULD INCREASE ADVISORS PAY IF MORE FACTORY PARTS ARE SOLD AND DECREASE PAY IF MORE AFTERMARKET PARTS ARE SOLD.

Accountability: Monitoring progress:

Who: Terry

What: Increase OE parts

By When: Nov 1st

How: Change payplan. Increase inventory

3.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4.

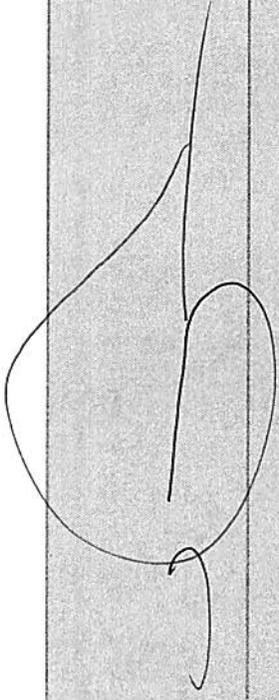
Date(s) for review: 1st of each month

5. Estimated cost for implementation: NO ADDITIONAL COST

Projected Date of Completion:

11/01/2017

Sponsor Signature:

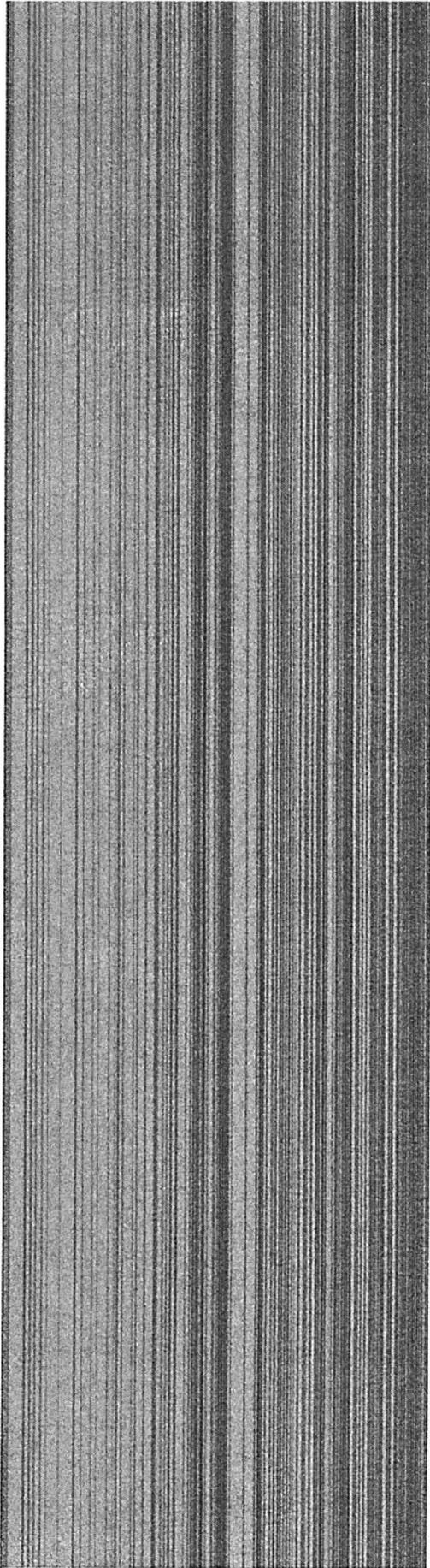


Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /



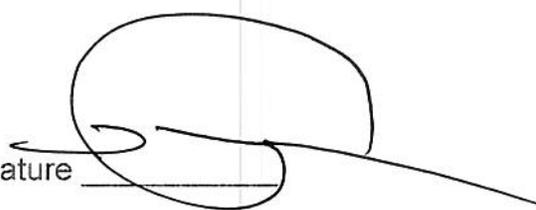
# Verification Form Regarding the Departmental Action Plan

## 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 Keith Summers Sponsor's Signature 

Date 6-28-17

Very truly yours,

*Keith Summers*