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| **Task 1: Implementation Plan – Recommendations To Improve Customer Service** | |
| Recommendation 1: | Recommendation 2: |
| 7a. Scheduled Activities with dates up to end of 2nd quarter | |
| Activity 1:  Start:  Finish:  Activity 2:  Start:  Finish:  Activity 3:  Start:  Finish: |  |
| 7b. Short Rationale for each Activity | |
| Activity 1:  Activity 2:  Activity 3: |  |
| 7c. Revision of Existing Policies, procedures and standards  (nominate which Policies/Procedures would have to be modified & insert words you would add) | |
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| 7d. Responsibilities ( who is responsible to make this happen) | |
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| 7e. Required resources (people, physical). | |
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| 7f. Team briefing session at each dealership to inform sales and customer service team of revisions to policies, procedures, standards. Note audience, topic, who will deliver & when. | |
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| 7g. Scheduled communication to other stakeholders (who, how and when?) | |
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| 7h. Performance Monitoring Strategy? (What, how and when will you monitor to check if its working?) | |
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