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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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