

Date	Time	Area	Notes	Who	Where
	08:30 - 09:00	Welcome to your company		President	Yourplace
	09:00 - 09:45	Breakfast and introductions	Breakfast in the Canteen		Yourplace
		Intro til organisation og systemer	Tour of the DEALER house	NN	Yourplace
		Administration and systems:			
	10:00 - 11:30	Organisations:	New org.chart		
		- Overall introduktion		NN	
		- Marketing	Marketing Manager	NN	
		- Sales team	Sales Manager	NN	
		- Parts team	Parts Manager		
				NN	
	11:30 - 12:00	Lunch break			
	12:00 - 13:30	Administration and systems:			
		- Handing out practicalities			
		- Computer - laptop	IT Manager	IT	
		- External 19" screen	IT Manager	IT	
		- External keyboard, mouse and docking	IT Manager	IT	
		- Mobile phone (same nbr. As Petri)	IT Manager	IT	
		- Business cards	IT Manager	HR	
		- Credit cards;	IT Manager		
		- Keys and codes to doors;	IT Manager	HR	
		- Outlook	IT Manager		
		- Sharepoints	IT Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		- DMS Systems	Service Manager	IT	
		Meeting structures:			
		Sales/CSS meetings weekly - to reach targets	Every Thursday 13:00 - 14:00	Sales Manager	
		Sales & Marketing quarterly meetings Q1-4		Sales Manager	
		Kick off meetings with the brands		Sales Manager	
		Regional meetings with main and subdealers	Target march and november	Sales Manager	
		Monthly reporting on CSI & ESI Targets		Sales Manager	
		CS Champions meetings - the CS Champion concept	Annual two meetings	Sales Manager	
		Ad-hoc process review with Parts responsible		Sales Manager	
		CS Training	Every second week 1,5hrs	Sales Manager	
		CS Training	Quarterly	Sales Manager	
		CS Strategy			
		CS Vision		Manager	
		CS Mission		Manager	
		CS Targets		Manager	
		CS Strategy Map		Manager	
		SSI, CSI, ICL and ESI survey		Manager	
		CSS & ESI follow up meetings		Manager	
		CS Honours/Employer of the year		Manager	
		CS Target achievement celebration		Manager	
		Concepts and sales policies			
		- Customer complaint process		Service Manager	
		- Service process		Service Manager	
		- Customer Prospection		Service Manager	
		- Product training		Service Manager	
		CS Reporting tools;			
		o Daily ICLA tracking	Agenda, execution and report	Service Manager	
		o CSI Dash Board	Agenda, execution and report	Service Manager	
		o ESI Dash Board	Agenda, execution and report	Service Manager	
		Brands & Network:			
		q Brand experience training		Brand director and service team	
		q Brand experience training		Brand director and service team	
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		Start up:			
		q On the job CS Training		Manager	
		q On the job CS Training		Manager	
		q On the job CS Training		Manager	
		Customer Journeys:			
		q How to deliver great customer experiences - WOW your customers		Service Manager	
		q How to deliver great customer experiences - WOW your customers		Service Manager	
		Payroll - HR			
		Bonus systems		HR Manager	
		Payroll		HR Manager	
		Customer First Training			
		CS high performing and winning team and CS Culture		Training Manager	
		CS SWOT Analysis as a change management understanding: Why do we have to change our business, and input from your team to the CS-SWOT analysis.		Training Manager	
		Customer contact points, customer journey and Sales-and-Service process overview (detailed training for the specific employees)		Training Manager	
		3 A's: Attitude, Attitude and Attitude		Training Manager	
		CAR: Customer is always right		Training Manager	
		How to approach the customer: Spoken language, body language and customer complaints handling		Training Manager	