

PROJECT 52

TEAM CHALLENGE

Instructions:

Over the next week, take the time to ask someone in each department the following questions and write their answers in their department box:

1. What problem does your department solve?
2. What need does your department meet for the customer?
3. What need does your department meet for the dealership?
4. What's the biggest source of stress for your department?
5. What impact does your team have on this department's productivity?

Sales:

1. _____
2. _____
3. _____
4. _____

Rentals:

1. _____
2. _____
3. _____
4. _____

Parts:

1. _____
2. _____
3. _____
4. _____

Service:

1. _____
2. _____
3. _____
4. _____

Finance:

1. _____
2. _____
3. _____
4. _____

Warranty:

1. _____
2. _____
3. _____
4. _____

Executive:

1. _____
2. _____
3. _____
4. _____

