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# PROJECT

## FASS FACILITY UPDATE

**Prepared for:** Michael Fidalgo  
Owner

**Prepared by:** Constance Wu  
Sr. Consultant

# DESCRIPTION

Fidalgo Auto Sales and Service (FASS) is a company specializing in sales and repair service of automobiles. FASS plans to expand its market by adding two new outlets in the greater Seattle area within the next two years.

At this stage of growing its business, Fidalgo Auto Sales and Service has a unique opportunity to evaluate its current staff and define its future staffing needs, as well as its employee development and benefits plans.

QNA Consultants, Inc. proposes to work with Fidalgo Auto Sales and Service to assess and update its current staff and to establish a modern Human Resources Department that will serve the company's needs into the future.

Proposal Number: 1245-4405



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# EXECUTIVE SUMMARY

## The Objective...

Fidalgo Auto Sales and Service is a automobile sales and repair facility. Efficient expansion of facilities and personnel is the primary objective.

- ◆ **Need #1** : Evaluate and develop the Human Resources department.
- ◆ **Need #2** : Hire, train, and develop current and future staff.
- ◆ **Need #3** : Expand the current customer base and increase market share through improved staff development and training.

## The Opportunity...

Fidalgo Auto Sales and Service has a unique opportunity to evaluate and redefine its staffing requirements as well as its employee development and benefits plans at this transitional stage of business.

- ◆ **Goal #1** : Evaluate current staffing needs, both within the company as a whole and within the Human Resources department in particular.
- ◆ **Goal #2** : Develop plans for and reduce costs of recruiting, training, and retaining staff.
- ◆ **Goal #3** : Establish an annual review process to measure staff performance and ensure that company personnel continue to meet the company's changing needs and goals.

## The Solution...

QNA Consultants, Inc. will provide services full time on-site for twelve months, serving as FASS's transitional Human Resources department.

- ◆ **Recommendation #1** : Fully evaluate current and future staffing needs.
- ◆ **Recommendation #2** : Analyze needs and recommend realignment of current management staff.
- ◆ **Recommendation #3** : Analyze personnel positions and develop job descriptions for all positions.
- ◆ **Recommendation #4** : Develop long-term training programs.
- ◆ **Recommendation #5** : Develop annual review process.





# S A M P L E

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