



## Meeting Minutes

31 July 2003

Fletcher Jones Lexus

6:00 PM to 6:30 PM

Members and guests entered the Fletcher Jones Lexus Training Room and signed-in on the Membership Section Meeting Attendance List. Some introductions were given for those members that had not had a chance to meet and guests. An introduction of the evening's host - Mr. Paul Watkins (Sales Manager of Fletcher Jones Lexus) was also accomplished. After this "meet and greet" attendees were invited to help themselves to food and beverages prepared by the Chairman's wife, Mrs. Maio and their daughters, Brianna and Hayley.

The Chairman, Matthew Maio opened the meeting with a brief summary of section business/news and members discussed the following items:

- A highlight of the "head of steam" that is gathering for the section and goals to increase meeting attendance, section involvement, and overall membership
- Section Organizational elements
- The potential of using the section Web site to host the section newsletter in the future
- Certificates of Appreciation and gifts to be provided to guest speakers at section meetings to include tonight's host
- Malissee Malonson was identified as our program committee chair and her role in finding guest speakers highlighted
- ● Section Meetings
  - Possible site for a meeting/tour, Vice Chairman, Garabed Kassakhian - Mandalay Bay's Shark Reef
- ● Section Operating Instructions and Bylaws
- An introduction was given for JT3 Vice President, Mr. Steve Moraca and the section voiced appreciation for the support JT3 is providing
- ● Section Strategic Plan started last year by Dr. Kassakhian and now due per Section Treasurer, Mrs. Barbara Ground
- ASQ Training opportunities in Las Vegas during October
- Dr. Kassakhian identified that the National Energy conference coming up in September has asked for volunteers from section membership but had change their minds and is no longer requesting help



- The ASQ Certification for CQA is changing requirements in December and testing should be conducted for this prior to the change. June 2004 was highlighted as the next potential test date for the new requirements

Matt thanked the members and guests for their attendance and gave an introduction to Mr. John Zedick and Mrs. Judit Flueck, representing NvQA. A brief overview of the "APEX" (Governor's Award for Performance EXcellence) Award that NvQA administers was presented with identification, that this is not an ISO 9001 assessment but a state level Malcolm Baldrige type assessment. Addition information was also provided:

- Mr. Zedick announced that 25 total examiners were needed for the program and at time they were 5-10 examiners short
- Mrs. Flueck thanked members for letters and cards of condolences for the recent passing of her late husband, John
- Instructors are available to provide examiner training
- Regis University is being utilized for examiner training
- Other possible training dates are being pursued
- An Awards Banquet will be held and certificates present for winners
- Recognition will be made during the Banquet for companies supporting this process
- A 1-2 week commitment will be needed from examiners
- 04AUG - 15SEP03 is the period of time for the process

### **Meeting Presentation:**

The scheduled speaker Mr. Paul Watkins of Fletcher Jones Lexus began his presentation at 7:00PM. An overview of his background, history leading up to his joining Fletcher Jones Lexus, and pertinent information about the Dealership was provided:

- His background is in Mechanical Engineering
- He first looked at Lexus automobiles when he was involved with his x-wife in purchasing a new car. The choices they pursued were BMW, Mercedes Benz, and Lexus. While at Fletcher Jones Lexus he was impressed with their vehicles and was invited to join their organization by dealers General Manager
- He came to Lexus after a layoff occurred in the MGMs Facilities section
- He began at Lexus on a 5 week trial run and has spent 8 years working there. 6 years as a Manager



Mr. Watkins continued by explaining a-bit about the Lexus line of vehicles, about the facility itself, the Fletcher Jones Lexus philosophy, and how they approach the car business:

- Lexus balances and blueprints all the car engines it sells
- An older TV commercial demonstrating the smooth running of their engines utilized stacked champagne glasses
- 400 prototypes were developed for the Model LS400. Other manufacturers use 4 or 5
- Lexus utilizes focus groups for ideas on improvements
- People for the Barcalounger company were consulted and provided input on developing comfortable seating for their cars
- The Lexus “cookie cutter” design of facilities was not good enough for his General Manager and him so they went to other dealerships to get ideas
- Harris Engineering and Architects out of Newport Beach, CA design the facility
- Selling needs and satisfaction needs are focused on
- The dealerships price tag was 24 million dollars
- 60 cameras are on the dealerships network
- Time, care, and exactness are metrics used
- Cheap and the Best are not the same thing
- 968 new cars and 250 used car sold by Fletcher Jones Lexus last year
- New car showroom 8 car displayed
- Used car showroom 3-4 cars displayed
- 50 addition cars are on hand in the garage basement
- 60 loaners are on hand
- An upstairs area of the garage is used for that are not ready or for customer’s cars
- A waterless cleaner (Company name is DWG) is used on cars
- A clean shop is emphasized and ceramic tile floors are present
- The training room is not used as a lunch room, it’s for mechanic and sales-force training, speakers and motivational training, new customer/owner orientations with sales personnel and car delivery people
- The service area features greeters
- Sale personnel check customers into the service writers area and then is responsible to check them out
- Cross training is given to employees
- Service records are maintained for all cars ever serviced



- An 85% parts availability is maintained
- 1 day delivery for parts from the LA warehouse is utilized
- 2.4 hours per service ticket is the average
- CSI inventory control is utilized
- A parts room is adjacent to the service garage
- A Service Database is in use with computers in the tech area where cars are being serviced
- Key Tracking is accomplished
- Loaner car area not in use as yet
- A Car Washer on the premises

The facilities tour was begun, starting in the Executive Conference Room. Features identified here included a plasma display for use during meetings and an energy management system. From here we visited the General Managers office.

Next we moved to the lunch room, the 4<sup>th</sup> floor balcony, and a Central Plant A/C area, the outdoor grill area for employees, the maintenance areas, parts and service records areas, and bullpen area for the Service and Customer Satisfaction Managers and crew.

The Customer Lounge area features a children's playroom with Play Station 2 system, a Plasma Display television, drinks to include coffee, soda, and "Lexus" bottled water. The ladies area includes complimentary facials, and offers other beauty care services.

To finish the tour we went through the new car area, the sale offices, the facility entrance way, the used car area, and finally into the basement where more cars are stored.

Mr. Watkins' presentation, the tour provided, and the entire Lexus facility were given praise, he was thanked and members/guest expressed their appreciation for allowing them this unique experience.

**Meeting Attendance (Members):**

Matt Maio, Garabed Kassakhian, Barbara Ground, Mark McQueen, Malissee Molonson, Jim Voight, David Hauck, Bill Liane, Fred Watstein, Judit Flueck, John Zedick, and Larry Abernathy.



**Next Meeting:**

The next planned meeting was identified as occurring August 26, 2003 at Tony Roma's on Lake Mead Blvd and Rainbow.

**Closing:**

The members and guest were thanked for their attendance and the tour was completed.