ACTION PLAN 1

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What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

To decrease the wholesale parts return rate from 5% to 3% by April of 2024 (6 months)

BOTTOM LINE: Benefits of Achieving Your Goal

The reduction of accumulated parts stored in our Parts Department as a result of returned units. These may be difficult to resell depending on the unit.

Consequences of Not Achieving Your Goal

Continued risk of backlog of parts that may be prone to obsolescence.

When will you start? By the end of October 2023

How will you gauge your progress? When? Using which metrics?

We will gauge progress in coordination with the Parts Manager. We will monitor data accumulated from the DMS on a monthly basis. Returned parts are documented in the DMS as a total percentage of sold wholesale units. In addition, each salesperson has what amounts to their own wholesale customers that alomost exclusively deal with them. This may make it easier to track progress.

What specific actions will you take to achieve your goal? Who can help you?

This will largely invlove working directly with Parts personnel to confirm orders. This will entail followup with wholesale customers after orders have been placed. Parts management will be critical to ensuring that a process is in place to contact wholesale customers placing orders the following day for confirmation.

Potential Challenges?

As always, any change in process will take time for acclimation by personnel. This will need to be overseen on a regular basis.

Potential Solutions?

Each Parts salesperson will be individually monitored by way of the DMS tracking their total wholesale business.