

PARTS HOMEWORK – ACTION PLAN

S Specific **M** Measurable **A** Achievable **R** Relevant **T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15."

S M T

My goal for our dealership is to increase our % of the first time fill rate from our 78.9% in December to Nada standard average of 90%. We will work this plan and make adjustments necessary to show improvement by 4/01/2024.

How does this goal align with or support your dealer's vision?
What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
Why is this goal important to you?

R

Our goal as a dealership parts department is to provide readily available, OEM parts. Currently we are at a good percentage of fill rate but definately have opportunity to further penetrate our market and reach more customers.

With the measures that we will be taken we will increase quicker turns for used cars, improve CSI, improve tech morale by having more availabe parts, better approach of being proactive to upcoming repairs.

If the measures are not taken we will slow the speed of used car turns, struggle in CSI, we will have more employee issues of blaming staff back and forth. Increase EP purchase due to everything being a heat case and not having the right parts on hand.

This goal is very important to me because our industry has been trained to think heat cases are everyday business. I really feel with the right support and preparation we can help decrease the amount of heat cases that haunt our industry and help provide quality repairs in a timely fashion.

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How will you track your progress? Where will you find the information? How often will you check in?

S M A T

We have decided the best thing will be to have a 15 min meeting every Wednesday at 6:45 am to discuss and go over our findings. Each responsible employee will briefly give their findings and all other staff members will buy and sale based on how we are doing. Also finding out what we don't have and what we need to order in.

Potential Obstacles?

A

Employees calling in on meeting day

Holding employees accountable for documentation.

Lost sales report! They hate inputting the information but we will make it mandatory.

Potential Solutions?

A

Provide breakfast on meeting days

Have daily planner with helpful reminders to help me keep them on pace.

Listen in on calls and remind them of documenting lost sales

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

S M R T

By taking these measures and putting them in place we could easily see up to a \$25,000 increase in monthly revenue based on repair order sales, loyalty incentives from OEM, purchase discounts, etc.

CONGRATULATIONS! You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

S A

We have agreed to notify our auto group of our project and let them know our course findings. Once corporate sees our increase and efforts that took place they will buy into our plan to make this everyday practice. Essentially creating a new culture.

