

GOAL	SPECIFIC
------	----------

	Document/Recording of Lost Sales
MINIMIZE LOST SALE	Parts Organization
	Accurate Forecasting
	Have Additional Potential Supplier

MEASURABLE

Log lost sales into system and include details.

Conduct physical inventory count.

Use past records/historical trends to determine the number of parts that should be in stock.

Have backup suppliers (parts department of other dealerships/suppliers).

ATTAINABLE

Have parts manager review lost sales logs weekly

Perform monthly

Setup alert system to indicate when parts need to be ordered.

Research additional suppliers of fast moving parts.

RELEVANT

TIME-BOUND

Provides opportunity for better understanding of the reasons for lost sales

Keeps accurate inventory

Will always have necessary parts in stock.

Ensures availability when parts are needed.

All programs to be evaluated semi-annually and inventory count monthly