

### **KPI Action Plan**

We will be focused on reducing our lost sales by 20% from \$5,285.02 to \$4,228.01. We will be coaching our team by providing them with more training to reduce our lost sales.

Measurable: We will use our recorded lost sales using the DMS to check month-to-month progress.

Attainable: This goal is very attainable with proper coaching and setting expectation goals.

Relevant: This goal is relevant to Parts growth by coaching and reducing our lost sales. The more educated and confident our team feels, the more productive and effective they become. This will reduce lost sales and improve total parts sales.