

# Profit Centering / Expense Action Plan

Profit Centering and action plan I have come up with go hand in hand. I will focus on Special Order Parts, Tracking lost sales, Offering customers "Retail Kits for parts, Better tracking of days supply of parts using group not individual.



## SWOT Analysis

Strengths (+)	Weaknesses (-)
DMS Lost Sales Tracking Ability	Not Entering Lost Sales into DMS
Ability To Expedite Special Order Parts	Not Looking at OEM Solutions and using Other Dealers and Aftermarket
Ability To Offer Kits/ List of All Parts Needed for Job	Not Asking/Quoting related parts for Job
Special Order Parts Pre Pay	Not always collecting for Special Order Parts
Offering Ability to Accept Credit Card and Sunbit	



Entering Every Lost Sale and Utilizing Lost Sale Report

Checking Warehouse Locations Seeing If Part Can Arrive Next Day or Two Day Service.

Build a Parts Group for Jobs that Includes Things Like Sealant and Fasteners and Quote with Job

Collecting for all special order parts not having unclaimed parts on the shelf

Not following through and holding accountable.

Not Using All The Tools and Services Available to us.

Inner Department Cooperation Between Parts and Service. Making Sure we have the Grouping Correct.

Not collecting from "Good Customers" and "Friends"

Implementation of tracking of lost sales to be implemented 4/29/2024 with a operating standard to become habit 5/10/2024.

Have Mopar Coming to Location to explain all special order processes and how to Get the most from whats Offered. 5/9/24

Have Started Parts Grouping. I really don't see ever being complete, I have set a May/31/2024 Dead Line to have 10 Packages Developed.

We have placed a strict special order parts process in place 4/25/2024 and will track weekly to watch process

Opportunities (+)	Threats (-)
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