

SMART GOALS PARTS

2 Major Areas to Track

Increase same-day fill rate by 10% by carrying parts that have been ordered 4 times in a year in stock as company policy. Keeping a larger reserve of competitive part items (Wipers, air filters, fuel filters)

Additionally, sell 5% of obsolete parts on eBay (small but obtainable)

Measurable:

***MEASURABLE IN A WAY BUT OUR DMS IS THE WORST - SWITCHING FROM DOMINION TO PBS IN JUNE.**

1. Track the same-day fill rate monthly, aiming for a 10% increase by the end of the year.
2. Monitor inventory turnover rate for parts ordered 4 times a year to ensure they are consistently in stock.
3. 40% of our service work is accredited to internal so having a larger quantity of the daily stuff would prove to help.
4. Measure the percentage of obsolete parts sold on eBay, targeting 5% of the total.

Achievable:

1. Ensure we have the necessary storage space and budget to carry additional stock.
2. Implement inventory management systems to track parts with high ordering frequency.... SWITCHING TO PBS IN JUNE.... CURRENTLY USING DOMINION VUE.. While using Dominion it has proven to be difficult to get the right reports.
3. Establish eBay selling processes and accounts for obsolete parts.
4. Hire a kid from the business program at our local High School. Implement processes in place to help sell obsolete parts.

Relevant:

1. Improving same-day fill rate enhances customer satisfaction and efficiency. Gross will increase by having a better fill rate. Less techs waiting around and more jobs being competed.
2. Selling obsolete parts on eBay reduces inventory costs and generates additional revenue.
3. Hiring a high school intern supports youth employment and provides a commission-based incentive.

Time:

1. Increase same-day fill rate by 10% within the next 12 months.
2. Start listing obsolete parts on eBay within 3 months, aiming to sell 5% within the year. This has always been difficult as I even did this as a kid when I was in High School but it always seems to fizzle out unless we were to have a dedicated person to selling.
3. Hire and train the high school intern within 2 months to begin work immediately.

Action Steps:

1. Identify parts ordered 4 times in the last year and create a restocking plan for those parts as we should have at least 1-2 in stock. (big ticket items like transmissions we can get at Good Chevrolet as they are the wholesaler for motors and transmissions)
2. Implement an inventory management system to track high-demand parts. (PBS)
3. Develop a process for listing and selling obsolete parts on eBay.
4. Advertise internship position, interview candidates, and hire the selected high school intern.
5. Train the intern on inventory management, eBay listings, and customer service.
6. Monitor progress monthly, adjusting strategies as needed to meet goals.

By achieving this goal, we aim to improve customer satisfaction, increase sales efficiency, reduce costs, and support our community by providing job opportunities for young individuals.

One of the biggest things to make this achievable is to have proper tracking data from PBS. Then we can hold our processes more accountable but until then the fixed ops reports are so poor it is difficult to track and really know.