

05/20/2024

ACTION PLAN-

I will achieve a consistent FTFR of 90% or more by 12/31/2024.

This will be achieved in the following way-

1. Educate my people when and how to post a lost sale. Run a lost sale report weekly to be sure sales are being tracked.
2. Make sure all emergency purchases are being tracked.
3. Run the inventory to be accurate. Use "The Four Moments in Time" process, along with constant perpetual inventory counts.
4. Run stock orders with my DMS in addition to Nissan ASR. Compare the two reports and adjust accordingly.
5. Run open orders and cancel any erroneous orders in the system.

I plan to track our progress with the automated fill rate report, and the FTFR spreadsheet supplied by NADA, on a weekly basis. This will allow me to find any discrepancies and further tweak the system.

The posting of lost sales and bin counts will be everyone who sells parts responsibility. Everyone will also be involved in the "Four Moments in Time Process".

I will run the stock orders and compare them to ASR.