

Parts Action Plan 1:

First Time Fill Rate Increase to 92%

April we were at 87%, currently at 90%

Completion time goal by end of 3rd quarter

We will accomplish this by the following:

Tracking emergency purchases (from other dealers) why didn't we have the part? Was it for a common vehicle or common repair. Stock more of the parts and make sure they're available, do not rely on other stores to fulfill our needs.

Are those also turning into lost sales? Track lost sales by documenting if we are looking up a part and we do not have it and then we don't have the part in stock. Tekion has a report by percentage of lost sales

2 inquiries within a 6 month period when we don't have the part, we need to stock it.