

PARTS HOMEWORK – ACTION PLAN

S Specific **M** Measurable **A** Achievable **R** Relevant **T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15."

I will increase repair order gross profit percentage from 40.49% to 45% by July 31st

How does this goal align with or support your dealer's vision?
What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
Why is this goal important to you?

This goal aligns perfectly and supports our dealerships vision of increasing gross in all departments. We talk regular in meetings about increasing gross in our departments to achieve a higher return on investment overall in the dealership

The benefits of this goal are more gross profit which helps us to increase our ROI as a dealership

If my department does not achieve our goal we will bring the entire dealership down by not holding up our department and increasing gross

This goal is important to me because I see the huge potential our parts department has and with a few changes to process and making sure our pricing matrix is set correctly and working correctly this can be an easy change to bring our gross up

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve?
 For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

SPECIFIC ACTION/ STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
Pricing matrix update	PBS Systems	Parts Manager				<input type="checkbox"/>
						<input type="checkbox"/>
Final check in with advisor						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

PARTS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

I will track progress weekly by using my doc in pbs showing me the live mtd gross and sales

Potential Obstacles?

Potential Solutions?

Potential obstacles include issues with our dms provider pbs, parts advisor overriding pricing after matrix has set it.

Potential solutions include, sitting down with advisors reviewing the parts pricing written process and making sure they understand the why and vision behind it and why we follow it

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

CONGRATULATIONS! You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

We will hold our parts staff accountable for the gross in the department by having regular check ins with them to explain where we are at and make sure they are following all process in place. Also that time will be for answering any questions they have and making sure they are still clear on the vision and the why behind this