

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 start monitoring my lost sales, currently we show 0 lost sales on our dms report, By August 30th 2024 our dms will have 2 full months of lost sales reported

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 aligns with our dealer vision because if we start tracking lost sales it will tell us what parts we are missing out on selling causing us to lose sales and gross profit. Our number one goal right now is to increase sales and gross

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
written process for lost sales	pbs, word doc	parts manager	process written	07/19/24		<input type="checkbox"/>
Train advisor	written process, pbs	parts manager	start tracking lost sales	07/31/24		<input type="checkbox"/>
Lost sale report	PBS	parts manager	pbs lost sale report to review	08/31/24		<input type="checkbox"/>
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How will you track your progress? Where will you find the information? How often will you check in?

I will track progress by running the lost sale report weekly in my dms to ensure advisors are following the process and tracking lost sales

Potential Obstacles?

Potential Solutions?

Advisors not following process and not tracking lost sales

Hold advisors accountable to the process that is put in place for tracking lost sales

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

using the lost sale calculator, It shows possible lost sales of \$5219.28 by us tracking lost sales and reviewing them and adjusting stocking levels we have the possibility of selling \$5219.28 more parts

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.

I will continue to run the lost sales report monthly and review what parts we need to stock to eliminate lost sales. I will also check in with advisors to make sure they are still tracking lost sales