

## 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."

**S** **M** **T**

My goal would be to get us to a 90% fill rate. At the current time we are at a 51% metric. I'd like to do this by Dec 1st. I will increase my fill rate by December 1st

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?

**R**

My goal would align with the dealers vision simply because it was decrease our risk of customers potentially shopping us. If we were able to fill the orders the first time and take away the shopping factor. One of the benefits would be not having to inconvenience the customer with prepayments because we require a prepayment on special orders. Also, its convenient to have the part readily available, and we retain the customers business. The conquences would be potentially losing the customer and not getting the business at all. We would also be giving our customers a reason to visit another parts department . This goal is so important to me because there are other dealerships that are already potentially doing what we are trying to achieve. We want to be the best.

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
Inventory readily available	conversing with techs	Parts Manager	More sales	12/17/2024		<input type="checkbox"/>
Save a Repair Order meeting	RO'S	Parts & Sales manager	more sales	12/17/2024		<input type="checkbox"/>
Monthly fill rate exercise	RO'S	Parts Manager	more sales/ Awareness	12/17/2024		<input type="checkbox"/>
Manager Inventory	Previous RO's	Parts Manager	Awareness	12/17/2024		<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?

**S M A T**

I will track this information by doing these fill rate exercises on a monthly basis. I will find the information by standing where the techs collect the parts from the parts counter. This will be done on a monthly basis.

Potential Obstacles?

**A**

1. Ordering the wrong inventory
2. Not managing the inventory
3. Not following the process
4. following the same habits that put us in this position
5. not having accountability

Potential Solutions?

**A**

Establishing an inventory identity  
 Talk the techs (input)  
 Having accountability  
 Establish new processes that are proven to work with this particular part of the business

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

**S M R T**

We can probably add another \$15000 to the bottom line

**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.

**S A**

We will have meetings that go over RO's and what happened to them. These will be similar to "save a deal" meetings. There will be accountability in place. We utilize the first fill rate exercise on a montly basis to track where we are.