

## 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 is to become to the #1 source for Volvo Wholesale Parts by 2030. Since I've been with Herb Chambers I've seen a steady increase of roughly 7% in Wholesale Part Sales each month. As of right now our 12MO average in monthly sales is 59K, my goal is to push that past 100k. Within the last 3 months I've gotten that figure closer to 64K.

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 100% aligns with the vision of Herb Chambers, at Herb Chambers our goal is to provide the highest quality of service to our customers in the sale and repair of their motor vehicles. My goal is to provide the highest quality wholesale parts experience for our wholesale customers. This includes accurate ETA's, Quality Assurance, Excellent Customer Service, and Quick – On Time Delivery. The benefit to achieving this goal would be to put more money in my parts salesman's pockets, improve their quality of life and allow them to see how their hard work pays off. I'm not necessarily worried about the consequences if we don't meet this goal, there is already evidence showing we are on the right track to hit this goal. I've been given all the resources to succeed, and I'm very thankful to have the support and commitment by my team and this company to reach this goal.



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



Our Progress is monitored through Volvo's Fixed Operation Insights & CDK's Reports. I like to check in weekly.

Potential Obstacles?



Van Space –  
 Manufacture Backorders –  
 Employee Turnover -  
 Needing more Salesmen -

Potential Solutions?



We eventually may need a second van  
 Not something we can control  
 Make sure employees are satisfied and enjoy their job.  
 Hire and train more salesman

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



An increase of monthly sales by \$36,0000.

**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.



Work together. I'd like to be on the counter selling parts with them, showing them how much I care about us growing as a business. I'd like to monitor and make suggestions as I hear thing done incorrectly over the phone / in person / or with Technicians in the shop.