

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."

The goal will be to increase our ^{7%} sales in parts by May 31st 2025

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?

* The goal to increase the amount of time for customers who elects to wait in service rather than run errands w/ loaner by having entertainment set up, along with dealer catalogs of brand items. This is so we don't make them feel pressure, and create possible up sells

* Positive reviews
 * possible car sell
 * just great possibilities with great customer environment

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

Daily meetings with Staff
 weekly meetings with Dept Heads
 Go over customers, averages the customers
 spent last year vs this year

Potential Obstacles?

Potential Solutions?

monitor staff numbers
 making sure they
 don't fall

create goals/incentives

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

7% increase per year

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.

Make sure all the proper processes/training
 is taking place. Make sure we are evolving.