



## PARTS HOMEWORK – ACTION PLAN

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

**S M A T**

The parts manager will update me weekly on progress and tracking reports on each individual parts consultant. The phone training and phone calls will be recorded and mystery shops will be conducted

Potential Obstacles?

**A**

ALL PARTS EMPLOYEES MUST BUY IN IN ORDER FOR IT TO BE SUCCESSFUL.

Potential Solutions?

**A**

HIRE PARTS EMPLOYEES INCLUDING MANAGER IF HE DONT PARTICIPATE IN PROGRESS

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

**S M R T**

\$750-\$1500

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**

I WILL CONTINUE A TRAINING PROGRAM AND MONTHLY DEPARTMENT MEETINGS TO ENSURE FORWARD PROGRESS.

## 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 primary goal is to provide all counter sales professionals with phone training skills needed to increase sales and avoid lost sales. The parts manager will also have a google doc with all parts sale transactions that were not completed in order to create a follow up system,

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**

The dealers vision is to provide the customer with the best customer service and price match any other OEM parts sales. He wants to make sure all parts inventory is above satisfactory in order to provide the customer and service dept with everything they need to make the customer experience more pleasurable and profitable as well as above standard CSI.