

Action Plan 4: Lost Sales

What will you do differently as a result of what you learned in this section?

Our lost sales reported on the DMS are very high. I will help educate the parts department on what qualifies as a lost sale vs. what does not. I will assist our parts team with lowering our total lost sales and determine the best practices to do so.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

The benefits will be lowering out total of lost sales, better inventory stocking, consistency throughout the whole parts team, more accurate lost sales number in the DMS. The consequence will be increased lost sales and excess of obsolete inventory.

What obstacles might you encounter and how can you overcome them?

Obstacles will be parts team still not understanding the difference of what an actual lost sales is and logging inaccurate information leading to incorrect numbers. Inventory being on back order or unavailable & losing sales to competitors.

Identify your first few steps and the people who can help you with them.

First step is to have a meeting with the parts manager and share the acknowledge I have gained. We will come up with a game plan to decrease lost sales and how to train the rest of the staff. The next step is to have a whole department meeting to share the information such as the correct quiz answers and decision tree. The begin the educating of determining a lost sale vs. not a lost sale. People that can help: Parts Manager, GM, DMS tools, etc.

Start Date: January 2025

Completion Date: Ongoing action plan but lower lost sales by Q1 of 2025