

Specific	Increase 5% on Parts Sales and Decrease 5% on lost Sales
Medible	-Make sure we have all customer information, car information and parts request -Recording Calls -Pop Checks -Daily Log of Calls -Personnel weekly evaluations
Accountable	-Parts Manager -Counter sales person -Wholesale sales peron -Internal parts runners
Razonable	Monthly department evaluation
Time Frame	November 6-8 weeks from now

Increase Sales, working and traininig Parts Departments phone calls.