

ACTION PLAN 5

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

Need to monitor obsolete parts and get the dollars down.

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

We will free up frozen capital and be able to stock more parts that are faster moving which will help for first time fill rate and help with customer CSI.

High frozen capital which will cause less fast moving parts. It will cause first time fill rate to go down which can cause techs to be unhappy, cars down and not being worked on and customers to be unhappy which will affect CSI.

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

My high obsolete parts is from a previous parts manager so the parts manager being upset and not wanting to deal with them. Also doesn't want to take the hit on getting rid of the parts.

Parts employees not wanting to do the work. Go over the benefits of why we need to get the obsolete parts down and the benefits it has for them on stocking and selling which in return can make them more commission.

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

Help parts manager find different ways to sell the parts (onsite garage sale, find different websites to help sell them). Incentivise the parts manger to get obsolete parts down and

Keep them down. Have parts counter employees help to list parts and part numbers on the internet.

Start Date: Already have started

Completion Date: 12/31/20