

Specific Goal - To reduce the amount of returns on special order parts by the Service Department.

Measured by the reduction in returns.

Attainable by having all special orders prepaid and charging a restocking fee if the part is returned (so the customer is refunded their money except for the restocking fee).

Relevant to increasing profits and reducing expenses as it makes the customer have some "skin in the game"

Time Bound - We have started the prepay parts and will immediately start explaining the restocking fee.