KPI ACTION PLAN

This class has opened my eyes to SO many different things that are going on that I have not paid attention to before. I have focused on the day to day operations and monthly returns because the previous mgr hated returns & usually wouldn't do part returns but just put them on the shelf after the customer never showed and return time had passed. There are so many things that need to be acted on but I must back up and focus on certain items one at a time to be able to start correcting things.

The most prevalent item I come up with is at the start of the information chain ! The correct information must be used when inputting into the DMS, such as emergency purchase vs customer order or normal order, lost sale ETC. To make my point I will quote Brian from last weeks session about the DMS numbers garbage in equals garbage out, if its not right its wrong I say.

I will reach out to Reynolds tomorrow and find the coding list for parts entry into the DMS and review them by myself and then with my crew as to the correct coding to use for parts entry into the DMS in each instance.

The information will help my DMS in helping me to see possible stocking needs or if it was just a one time emergency purchase.

I believe this will help us in having more accurate information in the DMS that will give us a better picture of the inventories usefulness, turns or lack of, true vs gross etc that then can be then addressed by the next of my corrective measures. To be continued.