

#### KPI ACTION PLAN/PARTS SOURCES

Here at our dealership we have instituted part sourcing which enables us to track and forecast sales of various kinds of parts. For example we have our tires, brakes and accessories in separate sources. This enables us to easily look at sales and gross per month and to look ahead with regard to demand and sales performance for various part numbers in each source.

This type of part sourcing enables us to provide a better first time fill rate which certainly keeps our technicians happy, fewer lost sales, better CSI scores and better morale amongst all involved.

To be able to train our staff in the latest Industry standards and to maintain that level of commitment each and every day helps us provide the best customer experience possible.

Sourcing parts in general enables us to provide various pricing menus throughout our service department whether it is for GOG's or special offers.

Our DMS is able to provide us with such valuable information each day and the ability to run various reports is quite simplified. Overall, sourcing parts enables us to control supply criteria thus ensuring we have the right parts and quantity on our shelves.

I believe maintaining this sort of part identification system simplifies supply and demand concerns and helps with the overall success of our department here at TerraNova GMC Buick.