

PARTS HOMEWORK – ACTION PLAN

S Specific **M** Measurable **A** Achievable **R** Relevant **T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15."

S M T

We will increase our wholesale customer satisfaction by creating a more streamlined delivery system by December 31 2020.

How does this goal align with or support your dealer's vision?

What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?

Why is this goal important to you?

R

We will use a tool called "Delivery Trax" which will allow us to coordinate drivers and routes for most efficient use of time. This will save the time of our drivers and our parts department. We will have our drivers arrive to the customers quicker, and we can gain more customers with the same employee count.

If we do not update our delivery system we may lose great customers.

We want to continue to grow and gain more clients and keep our costs low by streamlining our systems.

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How will you track your progress? Where will you find the information? How often will you check in?

S M A T

Morning meetings with drivers to go over new process.
Detailed reports from OPS and driver feedback.
This will be held and monitored daily and will adjust to ensure expectations are met.

Potential Obstacles?



Drivers not wanting to change.
A poor understanding of how to use the system.

Potential Solutions?



Working with drivers through the process and provide them and the team with the proper training and support to make sure everyone is on the same page.

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

S M R T

we will save drivers time.
We will save gas with better more efficient routes.
Be able to pick up new accounts by saving time without adding additional staff

CONGRATULATIONS! You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

S A

Continue to monitor drivers and OPS with meetings and reports. Not being afraid to change when something new and improved comes up.