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

> Attain 90% first time fill rate by 2/1/2021

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

> By achieving this goal I will increase customer satisfaction, increase customer retention, and increase profitability. I will lower expenses, obsolete parts in stock and free up frozen capital. If not achieved, the department will not be as efficient as possible and not give the maximum ROI.

NADA | ACADEMY

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve?
For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

S M A R T

SPECIFIC ACTION/ STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
parts audit	outside company	outside company	reconc. inventory	12/5/2020	12/5/2020	☐
sell obsol. parts	employees	employees	rid obsolesence	01/15/2021	01/15/2021	☐
sell obsol. parts	internet sales	employees	rid obsolesence	01/15/2021	01/15/2021	☐
sell obsol. parts	resellers	employees	rid obsolensence	01/15/2021	01/15/2021	☐
historical sales	reports	parts manager	proper ordering	01/15/2021	01/15/2021	☐
						☐
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						☐
						☐
						☐
						☐

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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**

> Departmental meetings reviewing results and reports. Weekly with departmental manager.

Potential Obstacles?	Potential Solutions?
A	**A**
inaccurate reports inaccurate historical data employee buy in	accurate reports accurate data employee buy in

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

S **M** **R** **T**

> free up frozen capital, increase bottom line

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**

> follow up, inspect, monitor on a regular basis