NADA | ACADEMY

ACTION PLAN 1

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?

to raise my first time fill rate from 71% to 90% by 12/31/21

BOTTOM LINE: Benefits of Achieving Your Goal

more gp in service due to getting cars out faster.
a more effective parts inventory reducing obsolesence and aging because i am turning my inventory faster.
better CSI in service due to getting customers cars fixed faster.

Consequences of Not Achieving Your Goal

bad CSI in service
bigger loaner car inventory
parts aging
obsolesence

When will you start? 1/22/21

How will you gauge your progress? When? Using which metrics?

doing weekly first time fill rate sheets using the tool given in class. also keeping better track of lost sales in the dms properly so we can make sure we are stocking the right parts.

What specific actions will you take to achieve your goal? Who can help you?

have weekly meetings with parts counter sales to make sure they are properly tracking lost sales. my parts mgr and service mgr will assist me.

Potential Challenges?	Potential Solutions?
100% buy in counter sales ability to identify a true lost sale	spiff contests training weekly