

SMART goals

Parts dept needs to be profitable, generating more wholesale business by the parts manager being able to get out more and generating more business. Another goal would be for the parts dept to be over \$100k a month. We have put in place the advisors running parts to the techs, using parts requests to be more productive. Another goal is that we have an organized Specialty tool room, right now they are everywhere and not kept track of in any means, this will be done and put on the parts inventory to keep accountability. Also, a written process for the parts dept will need to be put in place.

I will be helping and have already put some things in place. We have designated a new spot for the specialty tools but must get it all put in place and tagged with the right locations. I will be holding the parts manager accountable to make sure this process is put in place for specialty tool. Also I will be meeting with the parts and service mgr weekly going over what we need to improve and ways to improve not only gross but work mentality also. Employees watch the management staff and learn from what they do so we all must lead by example. I will be using a spread sheet and tracking sales and wholesale to know daily where we are tracking each day.

This is all relevant in our everyday business aspect. Having goals set make everyone work harder and held accountable to make sure it happens. Managers need to hold employees accountable and not only set goals for them and their employees but also show them/ coach them better ways of getting there, although we may think our employees may know how to do it, they may be too afraid or embarrassed to ask for help.

My goal is June 1st for all of this to be in place and working efficiently and smoothly. I know my management staff is on board with me. This will help everyone be on the same page and know what is expected and more profitable to the stores bottom line.