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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

Increase Accessory Sales month over month for 12 months. We currently are not specifically tracking accessory's. I know there is room for improvement in this area as we are basically order takers in this area. We've created a spreadsheet to track all "accessory's" separately. Once we have a couple months of data, we should be able to see instant area's of improvement. Our goal will be to increase 10% each month until we get some real data to set a long-term goal.

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

Again, we have a new, but excited Parts manager. that dept has lost money for quite some time so we have room for improvement in many areas. Our short term vision is to get it to break even & from there become profitable.

First we need to be able track the sales. Once we know what we are selling we will be able to determine what to stock & what we are stocking too much of. As we talked about in class we have to get the sales department to sell to their captive audience more. That will increase volume. Also accessorizing showroom cars/SUV's/Trucks will help. More sales will bring more profit in parts & will also help the service dept.

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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**

First we need the data. Once we have that started we will discuss in our weekly management meeting.

Potential Obstacles?

A

Now process of entering data on spread sheet.

Potential Solutions?

A

I will be asking to see data starting this Friday to stay on him.

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

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

Not sure but I would guess we can increase \$500-1000/mo fairly quickly & move up from there.

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**

Inspect what I expect!!