

## 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**

I want to increase our first time fill rate from the 87% to 90% in the next 8 months.

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**

This will align with the dealers vision by making sure we have the correct part for our customers the first time they need it. We want to be known as a place that has everything, a "one stop shop" so that we can retain current customers and bring in new customers due to our parts supply being high and accurate. The benefits of achieving the goal will be a more satisfied customer base as well as a more satisfied shop team. Our techs are also very important and we don't want to have to keep them waiting around for parts that we don't have when they need them to fix a customers truck. Overall this will improve morale internally and externally. If we don't complete this, it could drive customers to look other places for parts they are needing and we will miss out on possible sales as well as miss out on being the location that takes care of their customers the best. This goal is important to me because I want our cusotmers to be satsified and to know that when they come to the Jackson Group, we will be the ones to take care of them. It is also important to keep the technicians happy so we don't lose any valuable members of our service team.



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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**

Potential Obstacles?

**A**

Potential Solutions?

**A**

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

**S M R T**

**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**