

PARTS HOMEWORK – ACTION PLAN



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."*



Training- Complete understanding of DMS and all reports by Sept 1st. Also get our owner on board with sending our Parts Manager to Parts NADA class.

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?



We want to grow our Parts Department. First step is we a complete understanding of our computer system. How to run all reports and use the data to better serve our guests. Not having full understanding of the system is causing longer wait time for guests and techs when requesting parts. Also not knowing how to read the reports is causing us to not have the correct inventory causing lost sales and too many Emergency Purchases.

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How will you track your progress? Where will you find the information? How often will you check in?



This will be a daily/weekly "check in" process. I will spend time learning it with him and sharing the information I learned in class.

Potential Obstacles?



1. Finding the time as our Parts Manager is a one man show
2. Parts Director has a philosophy that we can get most parts quickly so no need to stock them.

Potential Solutions?



1. Once **a** week spending time on lunch hour going through reports.
2. Run the reports. Use the knowledge learned in Parts class to show him in black and white what we can improve and how.

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



Hard to put a number on it, but having the right inventory will save thousands of dollars in lost sales and wasted time with EP's. Starts with understanding the DMS and the reports.

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.



INSPECT WHAT WE EXPECT!!