

## 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**

OUR GOAL IS TO REDUCE PARTS QUOTE AND FILL TIME FOR USED CAR TEAM ESTIMATES  
 PLAN TO HAVE USED TEAM UTILIZE "DRIVE" TO GET ESTIMATES AS WE DO FOR CUSTOMERS  
 DO BY 9-30-21 IF ACHIEVE AVERAGE ALLOW FULL GROSS (RETAIL)

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**

THE BENEFIT OF ACHIEVING THIS IS QUICKER TURN ON USED CARS.  
 QUICKER TURN OF ESTIMATES CAN ALLOW US TO GET AUTHORIZATION WHILE CAR IS IN STALL CUTTING DOWN ON LOST TIME CYCLING UNIT IN STALL

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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**

PROGRESS WILL BE TRACKED USING CDK STANDARD MENU (DASHBOARD) TO TRACK TIME WAITING TO GET ESTIMATES  
MEET WEEKLY WITH DOUG, SHAWN & JAY, & JASON  
MONTHLY UPDATES TO SKYLAR & HANNAH

Potential Obstacles?

**A**

TECHNICIANS  
USED CAR WRITER  
NON-MAKE (FRANCHISED) UNITS

Potential Solutions?

**A**

SHOW THEM HOW THIS EFFICIENCY WORKS IN LINE SCENARIOS AND REDUCES NEED FOR THEM TO CREATE EMAILS  
SPIFF TO HIT SET TURN TIME

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

**S M R T**

\$193,257 ANNUALLY

**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**

MONTHLY MEETINGS WITH FIXED, SALES, & EXECUTIVE MANAGEMENT TO ACHIEVE TARGET NUMBER & TURN TIME