

SPO ACTION PLAN by Greg Vernon, Toyota of Orange

GOAL: I will implement a process that will require a minimum 50% deposit on all Special Part Orders by October 31, 2021.

BOTTOM LINE!

BENEFITS OF ACHIEVING GOAL

- Shared responsibility with the consumer of SPO
- Increased Fill Rate
- Increased Customer Satisfaction
- Ease W.I.P

CONSEQUENCES OF NOT ACHIEVING GOAL

- We currently assume 100% risk. We currently have 56% (19,180) SPO w/o deposit
- Fill Rate % below the NADA Average
- Decreased Customer Satisfaction
- Shop WIP and Morale Low

ACTIONS TAKEN TO ACHIEVE GOAL

- Meet with Service and Parts Manager to discuss initiative
- Encourage Parts and Service to cooperate in order to ensure that SPO are installed in a timely fashion (target is 5 working days of receipt)
- Service Advisors will communicate with Customers when Parts arrive
- SPO will be tracked using a live google Excel Sheet
- SPO will be colored coded according to the age of the part and return date (if applicable)
- Spread sheet will be updated on Mondays by Parts Manager

POTENTIAL CHALLENGES

- Resistance to change by long term employees
- Parts Manager is on vacation in September and process may not run as designed

POTENTIAL SOLUTIONS

- Create internal discussions, top-of-mind awareness and sense of urgency- No one gets paid unless the part is installed!
- Identify secondary/alternative person to fulfill updating the spreadsheet on Mondays in September