

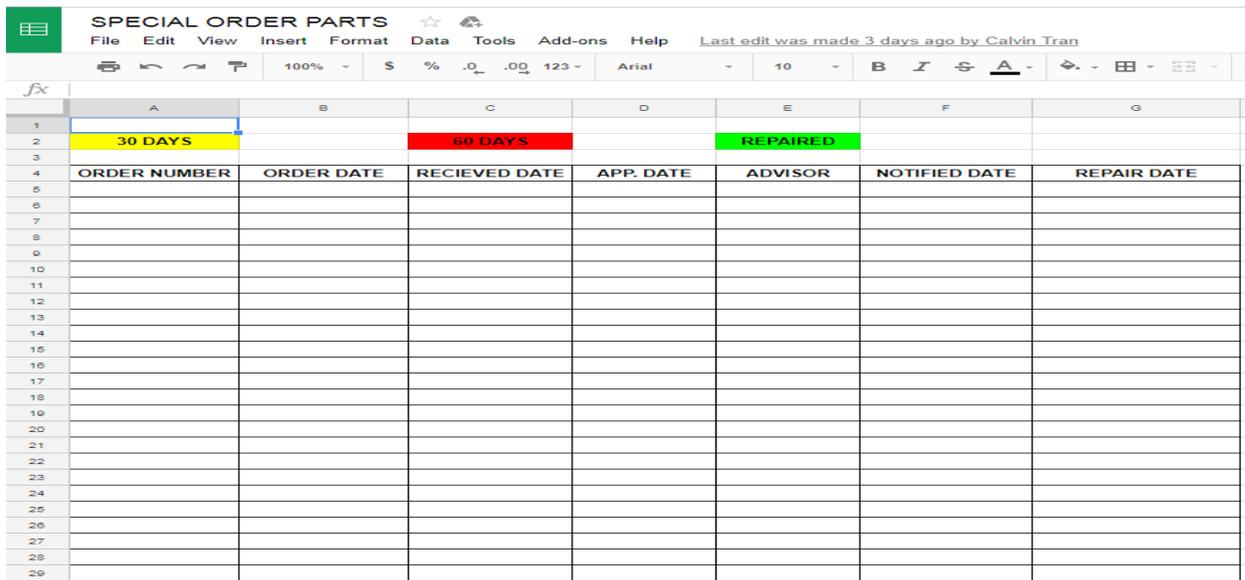
Post Action Plan - Lexus of Hingham - George Sarkis

Special Order Parts Log

My post action plan is to fix the special order parts issue which leads to obsolescence. Below you will see the google log I created for service manager, service advisor, parts counterman and parts manager.

Once parts orders a part they will input all the information on the log below. Now everyone can see what's going on with every single SOP! As you see in the top once a part goes 30 days without being installed it gets highlighted yellow. Once it goes 60 days it gets highlighted red and once complete it gets highlighted green.

This log is open at all times and an email thread has everyone on the same page anytime an apt is created to install part and also once it actually gets installed.



The screenshot shows a Google Sheets spreadsheet with the following structure:

- Header Row (Row 4):** ORDER NUMBER, ORDER DATE, RECEIVED DATE, APP. DATE, ADVISOR, NOTIFIED DATE, REPAIR DATE
- Row 2:** 30 DAYS (highlighted yellow)
- Row 3:** 60 DAYS (highlighted red)
- Row 5:** REPAIRED (highlighted green)

The spreadsheet interface includes a menu bar (File, Edit, View, Insert, Format, Data, Tools, Add-ons, Help), a toolbar with various icons, and a status bar at the bottom showing the current cell (A1) and the active sheet (SPECIAL ORDER PARTS).