

**Parts Action Plan #2    N388    John Kelly    Oxmoor CDJR**

My **goal** is to reduce the number of (customers) parts by 50% that show on our “Special Order Request Received – Older than 25 Days Report” that do not show appointment set. This can be achieved in 6 cycles of calling or 45 days plus time for customers to complete service appointments or pick up part.

This can be **measured** by running the above report through Dealer CONNECT every week. The report shows customers name, date ordered, who ordered, date received, date of attempted contact and appointment date. Customers can be totaled and compared on by weekly basis.

We can **achieve** our goal by having the Parts Manager generate the report every week and distribute said report to our service BDC manager. The BDC manager has agreed to contact the customer via phone, text and email. The service BDC will then schedule the appointment for service if the part(s) is not for pick up.

The **benefit of achieving our goal** is 3-fold. Greater customer satisfaction (us following up with a client rather than the customer chasing us) Higher productivity (our service writers and part department associates are not ordering parts only to return them 60 days later). An increase in parts and service sold, currently we have 64 customers on the list with one or more parts. When we reduce the customers by half, we should have at least another 15 customers complete their service with an average RO of \$250.

We will implement **(time bound)** the new follow up procedure in the first half of December. I have support from the Parts Mgr., GM, and BDC Mgr. I will get with the service director as soon as possible.

(Our service BDC is located at one of our other dealerships, we pay a flat rate based upon the size of our dealership broken down by our service department Gross and RO's % of 5 stores)