

Thad Peake

Smart Goal

S - I will increase my first-time fill rate

M - After handing out the lost sale test I found the answers to be very different and alarming. I will go over what a lost sale is and get everyone on the same page.

A - Once everyone is on the same page we should be able to accurately track lost sales

R - The first step will be to print out the lost sale tree and give it to all parts employees

T - I will start now