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**

> I will help the parts department increase 10% gross profit every month starting 01/04/2022.

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

> By constantly working together our dealership as a whole and not just a department. we will create a repeatable process that will create repeat business for both sales and parts. If we don't put this process in place in sales with parts we will trust with each others departments.

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve?
For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

S M A T

SPECIFIC ACTION/ STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
Will add side	will use internal	Parts Manager	01/04/2022	01/04/2022		☐
Add crossbars to	service	Parts manager	01/04/2022	01/04/2022		☐
Add tailgate	internal service	Parts Manager	01/04/2022	01/04/2022		☐
Will send the	pay for the class	Dealer	01/15/2022	02/15/2022		☐
						☐
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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

> Every New Vehicle that comes in without these options will be add it here at the dealership. Service Advisor will check the vehicles and will come see me with a service Authorization form to get those items order. This will be checked every time a new vehicle arrives at the dealership and will also do a lot walk every Monday to make sure we didn't miss any of them.

Potential Obstacles? **A**	Potential Solutions? **A**
Addendums have to be added to each unit before being sold.	Failure to do that will cause to lose profit and give and accessory away.

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

S M R T

> An extra $10,000 a month in gross profit sales.

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

> Extreme Accountability.