

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 would like all the communication done by using Advance system by RR.
Service and parts by June 1st.

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

This way advisors are not leaving their desk to walk to parts or to the shop. By doing this service advisor are in the lane greet customers and checking them in. This is one of the reasons wait time for the is higher. This will increase our cusotmer services rating and it will get the customer in and out quicker.

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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

I will track this by running reports and roll playing with the counter person.

Potential Obstacles?

A

Everyone buying in to the new process.

Potential Solutions?

A

Training

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

S M R T

This will free up som much time and will get the customer in and out faster so we can see more customers.

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

By training and just to remind everyone our goals.