

Daniel Biondi

## Parts Action Plan 1

**What will you do differently as a result of what you learned in this section?**

We will implement the script we developed to retain parts inquiries as customers. We will measure by the increase of SOP by parts writer.

**What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?**

### Benefits

- More parts sales
- More service appointments to install parts.

### Consequences

- Lost sales
- Poor reputation

**What obstacles might you encounter and how can you overcome them?**

Our parts employees are quite set in their ways and seem the least open to changing so I think the biggest challenge will be employee pushback. The only way I see is to overcome employee pushback is to incentivize our counter people to create more opportunities.

**Identify your first few steps and the people who can help you with them.**

1. Review the script/process with parts manager
2. Incorporate any changes he feels is necessary to be successful
3. Discuss how to incentivize parts employees for creating more sales and if measuring by SOP is the best metric
4. Implement process and after a week gather any feedback and make changes

Start Date: 4/1/22

Completion Date: 4/30/22