

## 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**

Our parts department WILL make sure to create an RO or ticket for each transaction they encounter (internal or counter) in their department so we can best measure our first time fill rate.

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**

We need to better track the day-to-day, profitability and productivity of our parts department. This would also help us to know better our inventory and what to stock to ensure the best FTFR. It is important to be able to trust the reporting to tell the story of our parts department, and I just don't trust it currently because not everything is being entered each time and accurately. IF we keep going on this way, we will fall deeper into a hole of unknown in the parts department, and ultimately continue to lose money and lessen our opportunities.

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.



SPECIFIC ACTION/ STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
Get our parts Manager more	Time	Kyle (Mgr in parts)	For him to simply attend and	by 5/31/22		<input type="checkbox"/>
Delve into the reporting with my	Time/More knowledge in the	Lee (controller) and Kyle	For Lee, Kyle and Myself to	by 6/15/22		<input type="checkbox"/>
Create a new process for sales	Time/More knowledge of	Kyle, Marv (parts assoc)	For them to implement and	by 7/31/22		<input type="checkbox"/>
DMS training	Time/more knowledge of the	Kyle, Marv	For them to accurately put in	by 7/1/22		<input type="checkbox"/>
Phone Training	Time	Kyle, Marv	For them to be order makers not	by 7/31/22		<input type="checkbox"/>
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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**

Our weekly meetings will track progress and keep us communicating. I intend on reaching out to our controller to help with the training portion, but also to our DMS provider to help our parts associates in making sure we reflect every order or attempt at an order in our system. I will also get trainign on the reporting side.

Potential Obstacles?

**A**

Push back from the parts associates as this process could and should create some additional time per ticket.

Not wanting to be tracked/coached.

Potential Solutions?

**A**

Incentivize them to buy-in to the new process with a promise of a bump in commission on sales if they can help us better track their department and hopefully sell more product and stock the right product.

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

**S M R T**

Just being able to pull a most accurate report to know exactly what we are stocking, why and what we are selling/when we aren't selling it could jump our FTFR and sales by MILES. For example. by knowing our FTFR on an accurate level. it could improve sales twofold. Also.

**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**

Contine the meetings, pull the reports, continue training and evolve with the times. Communication is key! Always!