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SOPT30

#### Action Plan 4

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

Work with the parts counter advisors and service advisors to increase utilization of our emergency receipt system and lost sales system to reflect our parts needs more accurately as a dealership. Our level of service is currently at 99.7 but our gross turns are 19.2 and true turns are .6 when referencing reports from march 2022.

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

By recording lost sales and emergency purchases when appropriate our DMS will be able to track what is needed in our inventory that is not already there. If we do not start logging lost sales and emergency purchases our true turns will remain low and our DMS will be forced to go off sales demand only for part stocking levels.

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

Lack of follow up for quoted parts, at times it may be hard to discern what was a lost sale when the part was quoted to a service customer. Instruct parts advisors to follow up with service when quoted parts are sold and log lost sales when appropriate.

Inaccuracy in ordering may also be encountered and a need to locate parts may present itself. Work with parts advisors to achieve better communication with technicians and more accurate part selection during the initial quoting process. Advisors will also be trained in correction assessment, to better identify the immediate need to locate a part vs ordering from HVC.

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

Who: Parts and service advisors

Start by training parts advisors on the importance of lost sale logging.

Work with service and parts advisors to establish an efficient strategy for follow up after quoting parts.