

Specific

- The goal is to make the parts department more profitable for the dealership and to have a better running parts department for the customer's and the shop.

Measurable

- We could measure success by tracking lost sales when a customer wants to buy a part or when we need a part for a vehicle in the shop.

Attainable

- By tracking lost sales and matching up with RIM compliance we can sell parts faster and get customer's vehicles fixed in a timely manner which ties into customer satisfaction.

Relevant

- Track lost sales
- Match up missing parts with the RIM to make sure we are stocking the correct parts
- High First Time Fill Rate

Time-Based

- I'm expecting this to take effect immediately and will be followed for the foreseen future