

PARTS HOMEWORK – ACTION PLAN

S Specific **M** Measurable **A** Achievable **R** Relevant **T** Time bound

Improve LOST SALES Process

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**

Improve the lost sales process to capture every demand not captured by our dms, we will increase our lost sales count to include every demand.
 Specific number is unknown

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

Better lost sales tracking will increase off the shelf fill rate that will in turn increase repair efficiencies and increase customer satisfaction to our steward.

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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

MONTHLY ANALYSIS EXAMINATION

Potential Obstacles?

-Get Busy And Forget
-Mis Define what a lost
SALE IS

Potential Solutions?

COACH IMPORTANCE OF LOST
SALES TRACKING

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

S M R T

INCREASE FILL RATE

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

MONTHLY REVIEW OF LOST SALES TO STRESS THAT TRACKING LOST SALES IS AN IMPORTANT PART OF HAVING THE CORRECT PARTS IN STOCK WHEN THE CUSTOMER NEEDS IT

