

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**

Goal is to log all lost sales to correctly stock parts in 3/9 phase in process to increase first time fill rate to greater the 90% by January 1st.

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

This goal directly aligns with ownerships vision of having a very efficient service department. We internally have a parts distribution center here at LaFontaine. Having parts availability to fill R.O. first time increases tech efficacy and maximizes shop hours. This allows cars to stay on hoists to get fixed the first time. Also, this increases inside and outside sales. if we are the only one with the part, we can charge premium for emergency purchases and save money on paying premium when needing the part.

PARTS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

S M A T

-THERE WILL BE WEEKLY ANALYSIS ON DMS REPORTING
 -DAILY/ WEEKLY RECONCILIATION OF R.O.'S
 -SET UP 3/9 PHASE IN WITH CORRECT INPUT OF INFORMATION

Potential Obstacles?

A

-LOST SALES NOT SPECIFIED
 -R.O. UPSALES IN DRIVE LANE
 -PARTS STORAGE SPACE
 -COUNTER SALES EFFICACY

Potential Solutions?

A

-CONSTITUTE WHAT LOST SALES W/
 PARTS MANAGER
 -DRIVE LANE SALES TRAINING
 -RENOVATION OF ALL 3 STORES
 -TRAIN COUNTERSALES ON PHONE
 AND WALK IN SALES PROCESS

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

S M R T

-FORECAST AVERAGES ARE APPROX. \$325K SALES AND \$105K GROSS. TRACKING LOST SALES AND PROPERLY STOCKING WILL ALLOW AN ADDITIONAL \$50K SALES AND \$16K GROSS. THIS WILL BE ACCOMPLISHED WITH CORRECT PHASE IN

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

-WEEKLY ACCOUNTABILITY OF ANALYTICS BETWEEN GM/ PARTS MANAGER/ PARTS STAFF
 -CONSISTENTLY ANALYZING PHASE IN/ PHASE OUT PROCESS
 -CONTINUING TRAINING PROCESSES FOR SALES