

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

To create better awareness between parts and service. I also would include sales advisors.

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 align's with the support of the dealer's vision by being a unified unit. Making all department employees would know what exactly is the process done by parts. This goal is important to me because it would create a better undersatnding of the parts department role. They are as important as service and sales. What would be created from this is more appreciation for what the Parts department does on a daily basis.

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
meet with parts director	parts director	Derrick	align on an action plan	4/1/22	4/2/22	<input checked="" type="checkbox"/>
meet with parts service asm	my office	Derrick, Frank, Rich	align on start date for cross	4/3/22	4/3/22	<input checked="" type="checkbox"/>
meet with client advisors asm part	conference room	Frank	schedule personel when	4/6/22	4/10/22	<input checked="" type="checkbox"/>
monitor progress on cross training	parts director	derrick	hold people to account on	4/13/22	4/13/22	<input checked="" type="checkbox"/>
meeting with GM	my office	Frank, Rich, Derrick, Roger	Feedback from the cross trainers	4/28/22	4/28/22	<input checked="" type="checkbox"/>
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How will you track your progress? Where will you find the information? How often will you check in?



Track the progress with logged hours on a spread sheet that will be updated and emailed weekly to department heads. Will reward the employee with \$200 dinner gift card for completing the cross training. There are currently 18 employees that would participate. Since we have started the cross over training, 6 have completed so far thru October. We have aligned that by end of November, 6 more will be complete, and by December 31st the final 6 would have completed the cross training. That would put us at 18 total. This is now part of the job description and requirement for future advancement.

Potential Obstacles?



No buy in from staff
Lack of accountability

Potential Solutions?



enrollment conversations on what the benefits are such as advancement in the company with more pay.

Requirement for promotions within the company.

Shows our employees that they do matter and every position in the company is important.

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



Financial impact is retaining those employees that have less than one year with the company. Thus saving on hiring and retaining our best employees. Creating better synergy among the departments and teamwork. 16 employees at \$200 per employee is \$3200

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.



This will become part of the culture and the requirements to be employed at our store. It will be a road map for success and career with our organization. By December 31st this will be the standard in a career path at Irvine BMW.