

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

My goal is to get the parts that weren't installed when they were here the first time...not first time fill rate. As of now we get parts and they sit because the service advisors don't call the customers.
 Once we have the part we are going to contact the customer quicker to get the part on there car.
 We have to increase our customer notifications by 100% in the next 30 days.

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

The parts won't sit as long on the shelf.
 Happier customers getting the cars fixed quicker.
 Better CSI
 Less parts obsolescence
 More gross

Consequences is everything opposite of what I just stated
 Less cars being fixed
 Less gross
 Bad CSI
 More part returns
 Loss of money all around

This is important to me because we strive for good CSI and to make as much money possible so anything that effects that is not in my plans or goals.

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
Hire clerk	phone training	Mike	customers notified parts here	12/1/22		<input type="checkbox"/>
Verify daily	computer	Mike/Myself	Parts being installed next day	1/1/23		<input type="checkbox"/>
service writers meeting	cdk parts report	Mike/writers/myself	Get customers inasan	01/1/23		<input type="checkbox"/>
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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

Track part order dates and completion dates.
can find in CDK in closed Ro report

Every other day if not daily it should be checked and customers should be contacted.

Potential Obstacles?

A

Service writers not buying in and waiting to contact the customers like we do now.

Part being returned because it sat to long.

Having to break bad habits

Potential Solutions?

A

Hold everyone accountable and probably have to tie this into there pay plan to get the best results.

More money

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

S M R T

MORE GROSS!!! Less part returns. Less obsolescent parts. Which in general will all create way more gross profit.

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

I will attach to service writers pay plan like I do with csi and this will make sure I get results and the results I'm looking for. This is definitely achievable.