NADA ACADEMY

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.

S M A T

SPECIFIC ACTION/ STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
analyze cpo	crm data	uc manager	to understand	9/10/2022	9/15/2022	✓
physical parts	parts scanner	parts manager	to acutally know	12/29/2022		
analyze last 50	RO's	service manager	to see what are	9/10/2022	10/01/2022	✓
talk to the two uc	notepad	service manager	see how parts	09/19/2022	09/19/2022	✓
order proper part	all of the above	managers	eliminate 2 days	11/01/2022	11/18/2022	✓

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