

Our first-time fill rate is currently at 76% and this is not high enough as it forces our technicians to wait on parts and this costs our dealership money. My goal is to get our first-time fill rate up to 90%, NADA guide, beginning on February 1, 2023, with the goal to complete this goal by December 31, 2023. This will lead to higher technician proficiency, faster repairs, higher customer satisfaction, higher gross profit and fewer lost sales.