

ACTION PLAN

What will you do differently as a result of what you learned in this section?

Going over a wholesale parts report on semimonthly/monthly basis to be able to analyze and identify the different wholesale customers we do business with, than develop a tiered program for my wholesale customers.

What will be the benefits of making these changes? what will be the consequences if you don't do anything differently?

By analyzing and developing a tiered program we can basically set up strong foundation of a healthy / fair wholesale relation with "partners "that we do business with. Customers that have up-to-date account, higher return and sales volume will be placed in a higher tier and will qualify for additional discount / store credit. Customers with overdue balances, Low return and small sales volume will be placed in a low tier and will no longer have access to discount / store credit. Not being able to identify and develop a tier program will result in losing profit to the wrong customer(bottom tier) and might limit our ability to show "appreciation" to those placed in top tier wish might lead to loosing them to a competitor in the future.

What obstacles might you encounter and how can you overcome them ?

My parts employees might feel that this approach will cause some "loss of accounts " or less business , The way to overcome this is by getting them involved in analyzing and identifying the accounts they have.

Identify your first steps and the people who can help you with them.

Going over a last year's report with the entire parts department will be a great way to start.

Getting the office Manager involved to show us who's currently overdue , make sure parts manager is informed whenever someone isn't paying

Developing the tier program and start using it all the time with no exception.

Start date: ASAP March 2023. Completion date: After one pay cycle April 2023