

Action plan

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

Start measuring the key performance indicators on monthly basis , something I noticed on my DMS report is that we never track “lost sales “ ,something that will effect our parts department performance negatively . We must start tracking all “lost Sales”.

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

By starting to measure the key performance indicators from month's supply to gross turns to true turns to fill rate we're able to tell whether we're maximizing the opportunity in our parts department , by tracking lost sales we're able to tell how much money we're leaving on the table , we will also be able to know what parts we need to order and have in stock . By not measuring KPI and tracking lost sales we won't be able to measure how much potential profit we're losing by not having the right inventory.

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

Having a team who never tracked lost sales start entering lost sales into the DMS is a challenge, the way to overcome this is by explain to them the importance of keeping the correct data and how positively it will impact the inventory and the income of parts employees

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

I would talk to the parts manager and require that he starts tracking lost sale. I will use lost sales calculator with him by month end so we're able to determine and measure the areas of weakness and concerns vs strengths .

Start date : 04/01/2023 Completion date :04/30/2023