

## 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**

We will increase Recorded Lost Sales as a percentage of Potential Lost Sales from 0.27% to 50% by June 1, 2023 (observing data for May 2023).

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**

Entering lost sales will give us the opportunity to track lost sales and make better decisions when ordering and stocking parts. This will allow us to provide the "right part, at the right time, every time."

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
Define Lost Sale	NADA Resources	Parts Mgr		04/18/23		<input type="checkbox"/>
Create A Process	DMS, Word	Parts Mgr		04/25/23		<input type="checkbox"/>
Train Process		Parts Mgr		05/01/23		<input type="checkbox"/>
Lost Sls Calc	Spreadsheet	Parts Mgr	50%	05/05/23		<input type="checkbox"/>
Lost Sls Calc	Spreadsheet	Parts Mgr	50%	05/12/23		<input type="checkbox"/>
Lost Sls Calc	Spreadsheet	Parts Mgr	50%	05/19/23		<input type="checkbox"/>
Lost Sls Calc	Spreadsheet	Parts Mgr	50%	06/01/23		<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**

Progress tracking will start after employees are trained on May 1, 2023. We'll complete the Lost Sales Calculator spreadsheet each Friday, skipping Friday the 26th since it is close enough to June 1, 2023 which is when we will run the calculator for the month of May and expect at least 50% recorded lost sales.

Potential Obstacles?

**A**

-People  
-Too many operating systems (Dealertrack, ASR Pro, etc.), process could get convoluted

Potential Solutions?

**A**

-Communication, consistency, training, accountability  
-Write a clear and simple process, make it easy to follow; also provide visual aids

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

**S M R T**

Increased gross due to less buyouts. Increased sales because we'll stock more.

**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**

We are starting expectations at 50% because we are introducing a new process, but will expect 90% after 90 days. We will run the Lost Sales Calculator twice a month to track progress. If slipping, we will train and discipline staff accordingly to hold them accountable.