

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."

During my special order process assignment. I learn't that we have a theoretical procesw in place on how to deal with SOP but quickly discovered we are selective in which part of the process we follow. I will decrease the age from my list with parts as old as January to within a month of arriving. The goal is to keep the list to 30 days old by end of summer (August) and eliminate the aged inventory we currently have.

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?

This goal align's with our dealer's vision because our goal is to have any many satisfied customers in the database as possible. If we don't communicate or have a process to contact and book our customers in a timely manner leads to poor customer experience and satisfaction.

This goal is important because it only takes one bad experience for someone to write off your business. If we aren't following the process we are tying up inventory and delaying service from getting RO's for installation.

Benefits: happy customer, parts income from part sale, service income with the labor, higher CSI scores, likelihood of referring friends and family, higher chance of repeat business.

Consequences: Unsatisfied customers, not getting the sale from the part, not gettng the labor amount on service side, chance of negative survey, bad reputation from word of mouth of bad experience, lost customer.

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
running SOP report to keep	SOP report from CDK	Parts Manager	Keeping parts age under 30	Monthly		<input type="checkbox"/>
Pre booking apts when order	CDK/dealermine	Service Advisor	When part comes in there's	Monthly		<input type="checkbox"/>
BDC to be back stop on apts	SOP report	BDC	if someone cancels apt	Monthly		<input type="checkbox"/>
Running SOP report to	SOP report from CDK	Parts Manager	Keeping parts under 30 days	August		<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?

The benefit to this goal is that there is a report that will give me a guideline on if the progress is happening. We will pull SOP report, check date of arrival - how long its been on the shelf. Then we will check with the service advisors to see what date the customer is booked in for and if nothing is set in the schedule pass that on to BDC to get them booked in. Doing this monthly will eliminate any part becoming stale for over a month.

Potential Obstacles?

Potential Solutions?

1. Part arrives - parts department relays information to BDC to book them in for appointment. No one follows through with booking.
2. Ordering parts for someone that ends up sitting on self and costing us money if we can't return/its a part that isn't common.

1. Pre-book appointments for SOP. When we order, we book and push the appointment if it hasn't arrived. It's a reminder for service advisor to check in on status of arrival.
2. Collecting payment upfront on parts that are special order. It's the same as someone ordering online, they would have to pre-pay.

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

We currently have \$2188.10 (cost) in parts on the special order shelf. Average mark up of 35% = \$2953.93 in parts and an average labor of 2 hrs/part @ \$149/hour = \$5960. By clearing up those units that have been sitting would bring income of roughly \$8913.93

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.

The only way to keep this on track is to have designated dates on when we pull SOP. This will come from me at the end of the month to discuss with him what's happening and why someone wasn't called and booked in. Right now there's no accountability. It'll be done once a month.