# ACTION PLAN 1

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?

I will increase my service technicians flag time from 64% of available time to 100% by August 31, 2023 so my fixed absorption meets NADA Guide.

BOTTOM LINE: Benefits of Achieving Your Goal

My bottom line will increase

Technicians will gain more earnings

Parts Gross will reach target numbers

Dealer will happy!

Consequences of Not Achieving Your Goal

Variable will continue to carry the majority of monthly expenses

Both Service and Parts Departments will remain sub-par

Annual goals will not be achieved

Dealer will continue to be not happy!

When will you start? June 1, 2023

How will you gauge your progress? When? Using which metrics?

I will be using my daily progress log for parts and service every day.  I will watch daily, days supply with the Frozen Capital metric.

What specific actions will you take to achieve your goal? Who can help you?

I will hold daily accountability meetings with my fixed team as a whole

I will give each employee a target to attain

I will not give up until my Goal is my new normal

The most vital team members helping will be my Parts & Service Managers

| Potential Challenges? | Potential Solutions? |
| --- | --- |
| Buy in from technicians | Show technicians how this will benefit them personally |
| Parts delayed / backorder | Forecast possible delays by maintaining correct days supply in parts inventory |
| Equipment failure | Make sure all equipment is maintained properly and in working order |