

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?

To get payment from our customers for Any special order parts (SOP) before the part is ordered, starting 9/14/23 and never deviating from this structure going forward.

BOTTOM LINE: Benefits of Achieving Your Goal

Consequences of Not Achieving Your Goal

Ensuring the dealership has payment for all SOP upfront.

Lost revenue if we don't collect money upfront and cust doesn't come back to get work done.

Tying the customer to the part.

Have to pay 18% charge back to return any SOP!

Only 60 day return policy.

When will you start? 9-14-23

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

The process currently is to order the part, then print out the slip. Effective today, when a (SOP) needs to be ordered, we will obtain payment from the customer, print out the order slip + attach the receipt of payment to the part slip. I will check the date from today's date going forward and look for the receipt showing we collected the money.