ACTION PLAN 1

S Specific   **M** Measurable   **A** Achievable   **R** Relevant   **T** Time bound

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What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

To increase our 1st time fill rate from 40% to the guide of 90 % by EOM April 2024.
Check points
- 50% - Nov 1st - 60% - Dec 1st - 70% - Jan 1st - 80% - Feb 1st - 90% - Mar 1st

BOTTOM LINE: Benefits of Achieving Your Goal

- Increased tech productivity
- Higher effective labor rate
- Lower shipping emergency expense
- Lower loaner expense
- CSI improvement
- Accrue return dollars
- Higher morale
- Tech recruiting tool
- Tech retention

Consequences of Not Achieving Your Goal

- Continued lack of productivity
- Lower effective labor rate
- CSI issues
- Morale
- Retention issues
- Lost opportunity of accrue dollars

When will you start?   October 1, 2023

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

Audit every R.O. internal and customer pay excluding maintenance only R.O.'s on a weekly basis. We will use the FTF rate excell spreadsheet to track out progress.

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

- Parts Dept. meeting every Monday to discuss where we are currently tracking, develop a plan together and discuss any issues we may see coming down the pipline. Friday meeting to identify where we ended for the week and disuss an issues that my have presented during the week.
- Define and track what a lost sale is so we can better stock missed opportunites.
- Correctly identify 1st time fill rate vs same day fill rate.
- 1st time fill rate is determined by how well the Parts Dept, Service Dept, and Techs work together. Starting with the initial vehicle check and story writing of the Techs, the RO write up of both the Parts Dept and Service Dept all the way through ensuring we have the correct parts / ordering the correct parts from reliable vendors.

Potential Challenges?	Potential Solutions?
- Team member buy in - Logistics of tracking RO's - Dispatching jobs when all part accounted - Staying on task and not allowing the goal to fall to the side	- Ensure all Team members understand the mission and how it will benefit them - Develop SOP for tracking RO's and ensure it is adhered to on a daily basis - Communication between Shop Foreman, Parts and Service - Monday and Friday meeting with Parts, Techs and Service to reingagae the team