

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

Improve inventory accuracy by implementing and enforcing the use of CDK scanners by 12/1/23.

BOTTOM LINE: Benefits of Achieving Your Goal:

- Better overall inventory control.
- Quicker/easier part check in process
- Physical inventory/bin audits will be faster and easier
- Ability to spot check inventory accuracy with reports in CDK

Consequences of not achieving your goal:

- Wasted time.
- Wasted Money. (CDK scanners aren't free!)
- Trusting staff is accurately hand counting and reporting findings

When will you start?

We have reached out to CDK to schedule training. We are currently waiting to hear back from them and our IT department. In our automotive group our IT department is the only one allowed to schedule outside training with technology vendors and they move very slow.

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

We have the scanners and the system set up and ready to use. I have not seen or used the reports in CDK. I am told by CDK that once we start using it there are multiple reports available to track inventory accuracy and proficiency. Once we have enough captured data we will be able to identify areas of opportunity and it will give us the ability to make sure they are completing their required monthly bin audits.

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

We went through a buy/sell 4/1/23. When the new company took over, they changed EVERY system we were currently using in every department on day one. The goal was to get through all of the suffering at one time so we could get through it as fast as possible. Unfortunately, the way it was rolled out a lot of departments didn't receive the amount of training needed. The decision was made by our regional VP to allow the departments to run as they were only using the new system. We have our scanners and printers set up and we are currently paying for them but they are going unused. We are going to need a CDK trainer to come in and show our

parts department how to use the system correctly. We will need the manager and counter person to set aside their personal feelings and learn how to use it.

Potential Challenges?

- Getting all of our inventory scanned into CDK
- Learning a new process that can seem cumbersome on the surface

Potential Solutions?

- Provide the best training we possibly can from CDK and our other stores using it
- We are discussing a spiff for our service manager and counter person to ease the pain of the initially set up. Not sure that this is the direction we are going to go in, but from our understanding they basically need to do another full physical inventory to get everything set up correctly. (Third one this year!)