

## Parts Manager Conversation

Collaborate with your Parts Manager to answer the following questions. Use this opportunity to share new ideas from the class and to coach your Parts Manager on how they can be implemented. Be sure to respect their expertise. **Provide your answers in a different color font.**

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? **Honda Training and Nada Training**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **No**
3. Have you ever tracked your First Time Fill Rate (FTFR) manually (not using the DMS or your OEM)? What is your current Repair Order FTFR? **Yes 90 %**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **60% Vs Outside 40%**
5. What policies, controls, and security are in place on your DMS (via Privileges and/or the Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions? **Password protection only Parts Manager and Assistants Parts Manager**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Parts Manager and Assistant Parts Manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **No we are a Matrix Pricing Policies are enforced by Parts Manager and Yes current.**
8. If you are in a Retail Reimbursement for Warranty state, are you at retail for warranty? If not, when was the last time you petitioned the OE for retail reimbursement? **No and 3 months ago we are higher**
9. Do the Parts, Service and Body Shop Managers work with the Office Manager/Controller monthly to follow up on all Work in Process (WIP) documents. Do they verify that all parts invoices and repair orders are closed out in a timely manner? **What does this look like? Yes they meet once a month to talk about WIP and verify all orders are closed before month end closes.**

10. Is the financial statement for the Parts department given to the manager and discussed on a weekly/monthly basis? If not, is a daily operating report of sales, gross profit, etc., provided to the Parts Manager for review (DOC)? **Yes it is given and reviewed once a month**
11. What is your retail pricing strategy for your Parts department? How often do you check to see whether your pricing goals are being achieved? **We are a Matrix pricing store Parts Manager check on a quarterly basis and we are a 50% mark up from cost.**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **We audit monthly with our ad agency and update coupons monthly as well**
13. Do you have a Parts online eStore? How do you ensure that parts order forms/queries are responded to in a timely manner? Who gets the email leads/questions? **No we do not**
14. What sales training is available to Parts personnel? If training is available, is it mandatory? How often are sales skills assessed, tested, and refreshed? **Honda University**
15. Do you have a process to offer accessories to 100% of your New and Used customers? If so, what does it look like? If not, why not? **We have a Catalog brochure**
16. What would help you sell more accessories? **Having a on-line store**
17. Do you review your wholesale customers to see if their sales, gross, and returns justify the expense of conducting business with them? **How often are they reviewed? Yes Parts Manager does and he said he reviews it Monthly.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **\$600.00**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **We do a weekly Bin count and have a 3<sup>rd</sup> party Company that comes out and checks inventory.**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **Yes Lost sales reporting review**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **People not picking up on time and wanted us to hold parts**
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? What is the current dollar value of your obsolescence? **Dollar Value is \$11k biggest cause is because customer wanted us to hold parts past return date.**

23. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? We start Phasing out parts 9 months by oem standard it is 12 month but we try to get a head of it.
24. On a scale of 1-10 (10 = expert level) what is your level of understanding of the information that is on your DMS's monthly summary? 7
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? More Training