

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)? **Mike Nickles training program back in mid 80's. One on One training**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **No but will come up with one now. (be able to, take care of any customer that walks through that door).**
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? **Not manually, the OEM provides and we are 80% according to Stellantis.**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **Inside 716% outside 24%**
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? **Nothing - no bueno**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Director and Manager only**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **No retail internal we are below, Parts Manager for retail, yes they are 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? **Yes and we are above 96%**
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, the parts manager will verify all parts invoices closed, then CFO will double verify. Service director and accounting verify closed RO's.**

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)? **No to financial statement review with manager, but yes to DOC**
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? Retail with slight discount at times. Daily checks for pricing goals
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Not often, Monthly**
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? **Yes, yes our parts inv clerk will make sure items are shipped in a timely manner. Both inv clerk and parts manager.**
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? **Dealer connect Mopar Certification. Yes.**
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? **No, we are currently looking for an aftermarket girl, Dealer connect has a program where we can customize a car.**
16. What would help you sell more accessories? **Aftermarket/aftersales girl**
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 and monthly.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **2k each**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Bin counts, weekly. Right now they're not because it minimal**
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, if you don't have it, they don't want it. Lost sale**

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Returning customer, to get them back in to collect part. They do pay upfront**
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? **Service customers. 75k Mopar**
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 use Chrysler which theirs is 2 sales in 9 months and same for phase out. Parts manager will look at part itself, the frequency and whether its sheet metal or not.**
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? **10 out 10**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Communication between parts and service. Everyone is going in the same direction.**