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First Time Fill Rate

DEALERSHIP NAME		F
DATE	# OF RO'S	RO's Filled 1st Time
6/27/2018	7	7
6/28/2018	6	5
7/5/2018	5	5
7/6/2018	6	5
7/9/2018	8	8
7/10/2018	4	4
7/11/2018	6	4
7/12/2018	5	5
7/13/2018	3	3
Totals	50	46

First time fill rate		
RO's Filled Same Day	RO's Not Filled Same Day	Did we track lost sale or emergency purchase the part
	1	NO
1		NO
1		NO
1	1	YES
3	2	

Departmental Action Plan

Dealership **KENWORTH OF PENNSYLVANIA**

Student Name **STEVE ALTLAND**

Academy Week **ATD 039**

Class & Student Number **08**

Current Situation

MANAGING THE LOST SALES: MOST OF OUR STORES THAT HAVE BEEN REPORTING LOST SALES THOUGHT THAT OUR DMS (DSI) WAS TRACKING LOST SALES. WE RECENTLY FOUND OUT THAT INFORMATION IN DSI WAS NOT GOING ANYWHERE.

Overall Objective:

TRACK OUR LOST SALES SO THAT WE CAN STOCK THE RIGHT PARTS, ADJUST OUR DEPTH, INCREASE OUR BREADTH, ALLOW US TO BE ABLE TO FIRST FILL R.O.'S, LOWER OUR OBSOLESCENCE. THIS IS VITAL PROCESS AT OUR PARTS AND SERVICE LOCATIONS THAT CARRY A VERY SMALL AND LIMITED INVENTORY.

Proposed Timeline

EFFICTIVE IMMEDIATELY AT OUR CARLISLE, YORK, AND LANCASTER LOCATIONS.

Action Plan

FIRST OF ALL THE COUNTERMEN WILL TAKE THE LOST SALE QUIZ. THEN RUN LOST SALES REPORT - IN DSI, GO TO SCREEN 9 (STATUES REPORTS), X TO EMAIL YOURSELF AN EXCEL FILE, ENTER 1 FOR ENTIRE FILE, 1 FOR NUMBER OF HITS BEFORE REPORTING, BEGIN DATE, AND THE END DATE. THAT SHOULD SHOW YOU ALL THE LOST SALES POSTED BY THE COUNTERMEN. THEN GO INTO SCREEN 3 (INVENTORY MAINTENANCE), SCREEN 8 (ADJUST PARTS SALES

HISTORY), ENTER IN THE PART NUMBER THE LOST SALE WAS ENTERED AGAINST AND CHANGE THE QUANTITY SHOWN IN THE MONTH THE LOST SALE WAS DONE.

Requirements

1.

Meeting with: PRESIDENT AND EXECUTIVE VICE PRESIDENT TO DESCRIBE PROPOSED ACTION PLAN

2.

Meeting with ALL COUNTERMEN: REVIEW THE QUIZ, DISCUSS THE RESULTS, CLEAR UP ANY DISCREPANCIES. EXPLAIN THE MULTIPLE ADVANTAGES DESCRIBED ABOVE WITH ZERO COST TO THE DEALERSHIP.

3.

Accountability: Monitoring progress:
Who: PARTS COUNTERMEN, PARTS MANAGER
What: AGREED IDEA OF A LOST SALE
By When: EFFECTIVE IMMEDIATELY
How: REPORTS WILL BE GENERATED

4.

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
REPORTS WILL BE POSTED WEEKLY AND/OR MONTHLY WHICH WILL INCLUDE BUT NOT LIMITED TO TOTAL NUMBER OF LOST SALES GENERATED. ALL PARTS MANAGERS WILL SEND REPORT DIRECTLY TO MYSELF, AND WILL BE DISCUSSED IN OUR WEEKLY MEETINGS.

5.

Estimated cost for implementation: LIMITED COST OF TRAINING

Projected Date of
Completion:

SEPTEMBER 1ST.

Sponsor Signature:

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / THESE CHANGES WITH DIRECTLY EFFECT INVENTORY LEVELS, FIRST FILL, INCREASE PROFITABILITY WITH HAVE THE RIGHT PARTS IN INVENTORY. ALL BENCHMARKS WILL HAVE TO BE ESTABLISHED. SO THAT WE CAN MEASURE OUR EFFORTS ARE GOING IN THE RIGHT DIRECTION.

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**