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First Time Fill Rate

DEALERSHIP NAME		F
DATE	# OF RO'S	RO's Filled 1st Time
7/2/2018	23	21
7/3/2018	7	7
7/4/2018	6	5
7/5/2018	8	6
7/6/2018	15	13
7/7/2018	8	6
7/9/2018	9	7
7/10/2018	12	11
7/11/2018	12	12
7/12/2018	9	9
7/13/2018	8	6
7/14/2018	1	1
Totals	118	104

1st time fill rate			
RO's Filled Same Day	RO's Not Filled Same Day	Actual 1st Time Fill Rate %	Part we didn't have
21	2	91.30%	valve i 3131841095
7	0	100.00%	
5	1	83.33%	turbo maxxforce 13
6	2	75.00%	3748337c91 maza trasera
13	2	86.67%	471200c1 abrazadera tipo
6	2	75.00%	q-1031 horquilla3087316
7	2	77.78%	xx tope de muelle z
11	1	91.67%	2505455c1 elevador de cristalizo durastar
12	0	100.00%	
9	0	100.00%	
6	2	75.00%	rm675046c4 valvula de
1	0	100.00%	
104	14	88.14%	



Did we track lost sale or emergency purchase the part

EMERGENCY PURCHASE

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation
WRONG PARTS INVENTORY MIX / SOP ACTIVITY IS NOT TAKING PLACE
 Our parts department is having a problem of inventory mix, the percentage of SOP is very high and this is increasing our OBSO. The worst part is that the person who used to be on track of SOP'S was moved to another position and the Parts manager wasn't aware that this activity was left behind with no one following up. Parts department on our company is a big area with complex operational issues and has a big business structure with several geographical points and providing several service operations. I got into analysing our purchases and realized that we were

Overall Objective:
 1ST: Re assing the responsibility for SOP'S Traking activity to some else
 2ND: Bring back from all the stores to the main wearhose all the parts that have more than 12 months in shelf.
 3RD: Develop with IT a report from our DMS to make sure everyone keeps track of the correct balance in store
 4TH: Re-educate all our special parts buyers and make a provider certified catalog to make sure we are making the best buying negotiations and to retaliate any bad practices

Proposed Timeline
 1. Assign SOP'S Person Due date 07/14/18
 2. Bring back to the main wharehouse OBSO parts from all the stores Due date 07/31/18
 3. Analyze and check if all OBSO parts mix to determine if a reclasification has to be done Due date 08/10/18 /cu
 4. Get the GPRP navistar program with the OE for OBSO destruction Due date 08/20/18

Action Plan
 Describe necessary actions to reach desired result
 1. After asinging SOP'S responsible is important to make sure the proces and the intencion of having this done is clear and well understood. We will have the our Group Operational Manager to give some feedback to this person.
 2. Have a SOP'S special location on the wearhose to keep visual track of the parts
 3. Have the person in charge of the stores inventory to send an email to the store manager to send back parts with more than 12 months in inventory.
 4. The operational manager

Requirements

Meeting with Dealer:
 1. **Action Proposed:** Make a presentation to the Delaer in order to get his approval for this Action Plan and to get the approval to make an investment on more inventory purchase

Meeting with stakeholder(s) (dealership personnel):
 2. **Describe what is in place to support desired goal:**
Training / Coaching / ±Consequences related to results / Pain & Gain
 Training and Coaching: we identified that education is the main subject to work on we have a lot of new personel with no experience on parts industry. We do have with some warehouse previous experience but we have a lot to do in training with our

Accountability: Monitoring progress:
 3. **CHECK POWER POINT PRESENTATION FOR MONITORIRNG PRGRESS CHART**

Describe checkpoints that have been established to measure progress:
 Daily / Weekly / Bi-weekly / Monthly /
 4. **CHECK POWER POINT PRESENTATION FOR CHECKPOINT MEASURE PRGRESS CHART**

5. **COST OF IMPLEMENTATION**
 GROUP OPERATIONAL MANAGER SUPPORT will have an extra cost for his support. this is going to be the hotel, meals and salary.
 UNSUED RACKS will be asinged for the SOP'S rack so there will be no need to make adional investment.

Projected Date of Completion: Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)
Impact Areas:
 Sales / Gross / Expenses / Net Profit / CSI /
SALES: This action plan is not going to have a direct impact in sales but it could impact indirectly by balancing the inventory, lost sales can be reduced and this could help increase gross by increasing sales volume.
GROSS: Getting from OBSO with navistar GPRP program will not affect gross directly
EXPENSES By getting help of our GROPU OPERATIONAL MANAGER we could get some expenses increased generally his services to us are being charged
NET PROFIT: We are going to have unfrozen capital after taking the GPRP program but we will have to make a special purchase that could have us paying intrests for the over inventory. This keeps us aware but calm because its better to have extra inventory of parts that we know we can move than having OBSO in our balance. We will be checking for a reduction on the balance sheet in the parts inventory line 29 after the proyect is completed

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