

Index

Click on the Page

[Formulas](#)

[LOST SALE CALC](#)

[PERFORMA](#)

[FTFR](#)

[RR Scorecard](#)

[ADP Scorecard](#)

[ARKONA Scorecard](#)

[UCS Scorecard](#)

[PARTS DEPT ACTION PLAN](#)

[Acura](#)

[Audi](#)

[BMW](#)

[Chrysler](#)

[Ford](#)





First Time Fill Rate

DEALERSHIP NAME	Lonestar Truck Group	Temple	F
DATE	# OF RO'S	RO's Filled 1st Time	
6/18/2018	17	4	
6/19/2018	12	3	
6/20/2018	23	11	
6/21/2018	11	6	
6/22/2018	17	3	
6/25/2018	21	7	
6/26/2018	22	10	
6/27/2018	18	10	
6/29/2018	14	5	
7/2/2018	10	8	
7/3/2018	7	6	
7/5/2018	7	4	
7/6/2018	4	0	
7/9/2018	17	10	
7/10/2018	22	7	
Totals	222	94	

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
10	3	PURCHASE
4	5	PURCHASE
3	9	PURCHASE
5	0	
10	4	PURCHASE
4	10	PURCHASE
0	12	PURCHASE
8	0	
0	9	PURCHASE
0	2	PURCHASE
1	0	
2	1	PURCHASE
2	2	PURCHASE
3	4	PURCHASE
5	12	PURCHASE
57	73	

Departmental Action Plan

Dealership **Lonestar Truck Group Temple**

Academy Week **3**

Class & I

Current Situation

Standardize customer pricing levels for OPS's and Parts managers- for both e

Overall Objective:

Create a pricing menu for parts personal to utilize when requesting for parts p

Proposed Timeline

Have Menu/ Template created within 30days/ train and implement within 60 da

Action Plan

Describe necessary actions to reach desired result: Information requirements

- Complete customer information setup in procede/arcadium as well as contac the organization.
- Customer accounting status i.e. CBS, COD...
- Customer analysis i.e. fleet composition, repair facility, sales history YTD.
- Verify sales history by part class.

Requirements

Meeting with Dealer: BI-Weekly sales meeting with GM, Service manager, and

1. Action Proposed: Reevaluate current customer pricing strategies

Meeting with stakeholder(s) (dealership personnel):Corporate purchasers, OP

2. Describe what is in place to support desired goal: Easy to use menu option for reports, and Mine Point.
Training / Coaching / ±Consequences related to results / Pain & Gain

3. Accountability: Monitoring progress: corporate status report of how many and
Who: Parts managers and Corporate purchasers
What: Consistency in pricing through customer data base
By When:BI-weekly updates...90 days completion on top 100 customers
How:OPS and managers reevaluate current strong customers as well as conq

4. Describe checkpoints that have been established to measure progress: BI- W
Daily / Weekly / Bi-weekly / Monthly /
Date(s) for review: Aug 1- Aug15 -Sept 1- Sept 15

5. Estimated cost for implementation: zero

Projected Date of Completion:

September 15

Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / Sales should be directly impacted do t
regardless of purchases of location within the dealership. Gross and Net should also be impacted
classes previously over looked. This should also help in identifying price breaks that may or may r

Student Name Beau Brinson

Student Number 039/11

established and conquest customers

price break from corporate.

ys.

from the parts personal regarding the request.
st information of purchasing authorities within

Parts Manager

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

S's, and parts managers

r parts by vendor and class, OTC, Procede

which customers have been reevaluated.

uest customers pricing structures.

weekly Sales meeting discussion.

o customer satisfaction in consistency of pricing
due to new growth in newly identified part and vendor
not be too generous for that particular cusomter.