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First Time Fill Rate

DEALERSHIP NAME		F
DATE	# OF RO'S	RO's Filled 1st Time
7/16/2018	12	10
7/16/2018	2	0
7/16/2018	1	0
7-17-2018 AM	8	8
7-17-2018 AM	1	0
7-17-2018 AM	1	0
7-17-2018 AM	1	0
7-17-2018 PM	5	5
7-17-2018 PM	2	0
7-17-2018 PM	1	0
7-17-2018 PM	1	0
7-17-2018 PM	2	0
7-18-2018 AM	7	7
7-18-2018 AM	3	0
7-18-2018 AM	3	0
Totals	50	30

First time fill rate			
RO's Filled Same Day	RO's Not Filled Same Day	1st Time Fill Rate %	Part we didn't have
2		83.33%	Fan solenoid and Fuel injector
0	2	0.00%	Hinge# L42-6027, Dipstick# E88-6014
0	1	0.00%	P/S oil cooler bushing
		###	
1		0.00%	Diff lock shift yoke #134482
1		0.00%	Rocker shafts #2157845PE
1		0.00%	Wheel nuts
		###	
	2	0.00%	BPV #2107530PE and Upholstery clips
	1	0.00%	Flex pipe #M66-6541-0285
1		0.00%	Decomposition tube #1867158PE
2		0.00%	Filter #RS2863JAB and Sensor#
		###	
1	2	0.00%	air boot #F6H2-7277and fuel filter kit # R
2	1	0.00%	kit, Hi/lo psi freon switches, water sepera
11	9	60.00%	



Did we track lost sale or emergency purchase the part
purchases
purchase
purchase
purchase
purchase
purchase
purchase
purchase
0
purchase
emergency purchase
emergency purchase

Departmental Action Plan

Dealership **Peterbilt Pacific Inc.- Surrey Branch**

Academy Week **2**

Current Situation

Technician wait time at the counter ordering or waiting to receive parts for Ser

Overall Objective:

Reduce technician idle time waiting to order and receive parts

Proposed Timeline

60 days

Action Plan

1). Meeting with Parts and Service MGR's.

Requirements

Meeting with Dealer:

1. Action Proposed:

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

- Who:
What:
3. By When:
How:

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review:

5. Estimated cost for implementation:

Projected Date of
Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name Terry Hamilton

AT 039-12

Service Repair Order jobs

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

