

First Time Fill Rate

DEALERSHIP NAME	DARRELL WALTRIP HO	rst time fill rate			
DATE	RO'S	RO's Filled 1st Time	Same Day	Day	Rate %
5/25/2018	9	3	0	6	33.33%
5/26/2018	6	4	0	3	66.67%
5/28/2018	8	5	1	2	62.50%
5/29/2018	19	18	1	0	94.74%
5/30/2018	8	4	1	3	50.00%
					#DIV/0!
Totals	50	34	3	14	68.00%

REYNOLDS 2213					GOOD
Stocking Status					WARNING
INVESTMENT					DANGER
	Inventory Value	% of Inventory	Guide		
Normal or Active Stock	\$419,376	71.02%	over 70%		GREAT
Automatic Phase Out	\$44,389	7.52%	Less than 30%		Seldom used
Dealer Phase Out		0%	Less than 1%		OK....BUT..
Manual Order	\$1,428	0%	Less than 3%		OUCH !!!!!!!!!!!
Non Stock Part \$'s	\$111,636	19%	Less than 5%		YIKES
Non Stock Part #'s*		MEMO	Greater than 70% of PN's		
Core Clean	\$7,593	1%	77		179
Core Dirty	\$5,163	1%	50		88
Replace by hold RBH	\$879	0%	5	NA	5
			NA		
Total Inventory	\$590,463	100%			

REYNOLDS

NADA				
Activity	Value	% of inven	Guide	Notes
Current	\$306,217	53.01%	75%	this is your current and active
1-3 Months	\$141,948	24.57%	included	healthy parts inventory
4-6 Months	\$52,938	9.16%	23%	
7-9 Months	\$39,866	6.90%	2%	65% Will likely become obso
10-12 Months	\$22,525	3.90%	included	85% Will likely become obso
13-24 Months	\$13,138	2.27%	0%	Technically Obsolete
25+ months	\$1,076	0.19%	0%	
TOTAL	\$577,708	100.00%		

OBSO POSITION MATH [

.65 TIMES THE 7-9 MONI

.85 TIMES THE 10-12 MO

PLUS THE 13-24 MONTH

PLUS THE 25+ VALUE

OBSO AS A % OF TOTAL

DONE BELOW	
TH VALUE	\$25,913
INTH VALUE	\$19,146
I VALUE	\$13,138
EQUALS	\$1,076
	\$ 59,273.45
	10.26%

CDK		Inventory	% of Inventory	Guide
Stocking Status	INVESTMENT	Value		
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 35%
Dealer Phase Out			#DIV/0!	Less than 1%
Manual Order			#DIV/0!	Less than 3%
Non Stock Part \$'s			#DIV/0!	Less than 5%
Non Stock Part #'s*		MEMO		Greater than 70% of PN's
No Phase Out	Not on ADP			NA
Repape by Hold	Not on ADP			NA
Clean Core			#DIV/0!	p/n pieces
Dirty Core			#DIV/0!	
Total Inventory		\$0	#DIV/0!	

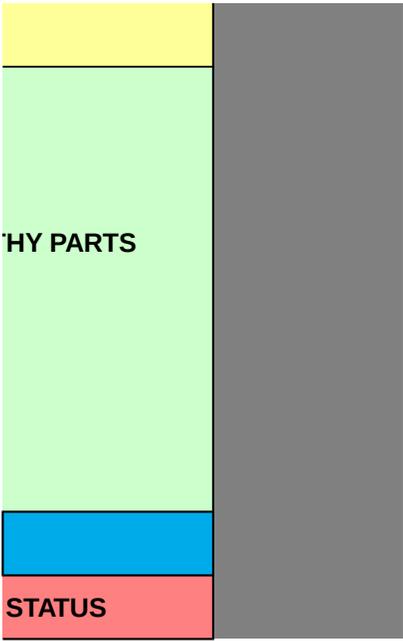
ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months			#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months			#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months			#DIV/0!	75% will likely become Obso 2%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is g
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory		\$0	#DIV/0!	

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK...BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		0
uide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STOC			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!				LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!				
CORES ON HAND							LOW PIECE COUNTS
NEG-ON-HAND							LOW DBL NUMBERS
TOTAL OF INVENTORY							
PARTS ON OPEN R. O.'S							ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY							
NOT ON FACTORY MASTER							MINIMAL
PARTS WITH OUT COST							MINIMAL
INVENTORY AGING BY LAST SOLD							
			VALUE	%	ACUM %	INSTRUCTORS NOTE	
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS! OUT IS SET AT 0 IN 6	
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!		

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!	
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	
FOUR MONTHS AGO			#DIV/0!	#DIV/0!	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	
TWO MONTHS AGO			#DIV/0!	#DIV/0!	
ONE MONTH AGO			#DIV/0!	#DIV/0!	
CURRENT MONTH			#DIV/0!	#DIV/0!	
TOTAL INVENTORY			#DIV/0!		
CORES WITH ON HAND					CONFIRM DIRTY & CLEAN

CLASS	COLOR
	SCORING
	GOOD
	WARNING
	DANGER
	GREAT
	Seldom used
	OK....BUT..
	OUCH !!!
ES	
BSO	
BSO	
S IF YOUR PHASE	

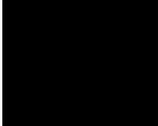


UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part \$'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

UCS

Investment	NADA			
Activity	Value	% of inven	Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current a
3 to 6 Months		#DIV/0!	included	healthy parts invento
6-9 Months		#DIV/0!	23%	65% Will likely becom
9-12 Months		#DIV/0!	2%	85% Will likely becom
12 Months + Over		#DIV/0!	included	This is your Technical
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!!



nd active
ory

e obso \$0.00

obso \$0.00

OBSO \$0

\$0.00

#DIV/0!

Departmental Action Plan

Dealership **Darrell Waltrip Honda**

Student Name **Jimmy Harris**

Academy Week **Week 2 FIXED OPERATION 1 (PARTS)**

Class & Student Number **Class 107 Student 02**

Current Situation

Meeting the needs of the customer during the sales process when purchasing accessories such as all weather mats. A better customer experience when receiving and installing an accessory for a customer in the dealership, is needed.

Overall Objective:

We need a smooth and efficient way to install an accessory for our customer while they wait to take delivery. Sales manager and sales person should immediately retrieve the floor mats from parts, inspect for accuracy, and install prior to the customer leaving the business office. I want the customer to have a great overall buying experience with no missteps.

Proposed Timeline

As we begin to move into the 4th quarter of 2018, we should be able to have a process in place.

Action Plan

Discuss with parts manager the inventory levels needed. Have parts manager establish a pointman from parts counter staff to facilitate this process. Introduce the process to the sales team during sales meeting and demonstrate the process with an

actual walkthrough.

Requirements

Meeting with Dealer: Meet with dealer by end of August 2018

1. **Action Proposed: Process for easy-to-install parts (all weather mats) while customer is inside dealership's business office, and not yet taken delivery.**

Meeting with stakeholder(s) (dealership personnel): Sales managers. Parts manager. Sales persons.

2. **Describe what is in place to support desired goal: Accountable personnel at all levels of process. Role play the process. Training / Coaching / ±Consequences related to results / Pain & Gain**

**Accountability: Monitoring progress:
Who: Sales Managers and Sales team.
What: Internal audit of process**

3. **By When: End of third quarter 2018 (Evaluate process for any needed changes.)
How: Spot check process with we-owe forms and secret shopper**

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

4. **Date(s) for review: 9/28/2018, 10/26/2018, 11/30/2018**

5. Estimated cost for implementation: No additional cost is expected.

12/7/2018

Projected Date of
Completion:

Sponsor Signature:

JOHN GALLAGHER, GM

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /