



Professional Series Pre-Course Work

*Interview your Direct Supervisor in order to answer the following questions.*

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?

Understanding of the "parts cycle" and how it fits with overall inventory plan

2. What would you like me to bring back to the workplace as a result of this training?

A "big picture" outlook of the parts department and strategy beyond "day-to-day"

3. How will what I learn in the program be shared with the rest of the team (if applicable)?

Some aspects I think will be shared will be the importance of special order accuracy and the impact of writing off policy

4. How will what I learn be integrated into day-to-day work upon return?

As RIM begins to use more pilot packs and cover less items, strong stocking decisions must be made to balance level of service with parts purchases.



Professional Series Pre-Course Work

5. In your role as a Direct Supervisor, what three things challenge you the most?

- 1) People - training, understanding their situations, and developing long term goals
- 2) Programs - weighing the risks and rewards of manufacturer programs and their utilization
- 3) Perception - most people do not understand the value of parts management in a dealership-need to learn to portray the importance or value of your work

Self-reflect on the following question:

1. What is my purpose for attending this course?

I would like to expand my knowledge of managing a parts department efficiently. I believe the image of a parts department reflects on how it is managed. From implementing policies to being aware of what learning styles your staff has and what their strengths/weaknesses are, it is crucial to be extremely attentive to every aspect of how a parts department should run in order to operate successfully.

Thank you for your participation! See you in the course.