

1. **Follow a part exercise:** When a part arrives either via Stock Order or from an outside purchase for immediate installation you must follow the part and paper trail and **document all your findings.**

When a part arrives from an outside source (NAPA/ O'Reilly etc....) it is added to parts by use of Emergency stock order and assigned right then to the RO.

Stock orders:

We are monitoring ARO much better, due to over stock by last parts manager that took everything for the loyalty money. So, with that said he is gone, and we have several obsolete parts. Too much Frozen Capital.

Since I cover for service and parts more now, I have done more spot checks, and we have much better inventory control. I stock in parts and follow them to the ticket of will shelve them myself.

All RO's and parts tickets warranty or customer pay cross my desk, before getting filed.

Perpetual Inventory Bin Counts:

This is done once a month on quick moving parts and some random shelves as well.

Special Order Parts Exercise:

Very rarely do we ask for full payment upfront.

SOP not installed for whatever reason, are stocked in after 90 days if the customer cannot be reached.

As our process looks:

1. **Parts stock, SOP or outside vendor are immediately put into inventory in the morning before the start of the workday.**
2. **They are put in their assigned shelving area sold or not and the ones that have a same day appointment are set aside for the tech to grad when he presents the RO.**
3. **Throughout the day, core returns, D2D, MRA's and call back parts are sorted and sent. All scrap is checked on a daily basis and removed.**