

Parts Manager Conversation



Collaborate with your Parts Manager to answer the following questions. Use this opportunity to share new ideas from the class and to coach your Parts Manager on how they can be implemented. Be sure to respect their expertise. **Provide your answers in a different color font.**

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)?

NONE

2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?

NO

3. Have you ever tracked your First Time Fill Rate (FTFR) manually (not using the DMS or your OEM)? What is your current Repair Order FTFR?

NO

4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?

IT'S ABOUT 50/50 RIGHT NOW

5. What policies, controls, and security are in place on your DMS (via Privileges and/or the Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions?

THEY DON'T HAVE ACCESS TO CHANGING THE PRICING STRUCTURE

6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?

MANAGERS, SIMTEIMES COUTER PEOPLE OR ADVISORS WITH A MANAGER'S APPROVAL

7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?

COST + 25% FOR INTERNAL. PARTS DIRECTOR. YES.

8. If you are in a Retail Reimbursement for Warranty state, are you at retail for warranty? If not, when was the last time you petitioned the OE for retail reimbursement?

WE ARE NOT AT ALL RETAIL AND YEARS AGO. WE ARE GOING TO TRY AGAIN SOON.

9. Do the Parts, Service and Body Shop Managers work with the Office Manager/Controller monthly to follow up on all Work in Process (WIP) documents. Do they verify that all parts invoices and repair orders are closed out in a timely manner? What does this look like?

YES AND WE WORK ON THEM DAILY.

10. Is the financial statement for the Parts department given to the manager and discussed on a weekly/monthly basis? If not, is a daily operating report of sales, gross profit, etc., provided to the Parts Manager for review (DOC)?

NO, YES.

11. What is your retail pricing strategy for your Parts department? How often do you check to see whether your pricing goals are being achieved?

WE FOLLOW MSRP. WEEKLY.

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?

NOT OFTEN THAT WE KNOW OF.

13. Do you have a Parts online eStore? How do you ensure that parts order forms/queries are responded to in a timely manner? Who gets the email leads/questions?

NO.

14. What sales training is available to Parts personnel? If training is available, is it mandatory? How often are sales skills assessed, tested, and refreshed?

NONE, NO. MONTHLY.

15. Do you have a process to offer accessories to 100% of your New and Used customers? If so, what does it look like? If not, why not?

NO, WE JUST HAVEN'T ALL GOTTEN TOGETHER AS MANAGERS TO DISCUSS A PROCESS.

16. What would help you sell more accessories?

ADDING MORE ACCESSORIES DURING THE PDI PROCESS

17. Do you review your wholesale customers to see if their sales, gross, and returns justify the expense of conducting business with them? How often are they reviewed?

YES, MONTHLY.

18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?

NO, THE STATEMENT ISN'T SHARED WITH PARTS. WE DON'T KNOW WHAT OUR EXPENSES ARE.

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?

USE A SCAN GUN AND MANUALLY DOUBLE CHECK AFTER. ALSO DO PERPETUAL STOCK CHECKS.

20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?

YES. YES. ANY PART WE COULD HAVE SOLD ATH WE DIDN'T HAVE IN STOCK.

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up?

FROM WHAT IT SOUNDS LIKE THROUGH SERVICE, IT'S GETTING CUSTOMERS BACK IN.

22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? What is the current dollar value of your obsolescence?

CUSTOMERS NOT COMING BACK IN FOR SPECIAL ORDERS. \$4,856.92.

23. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)?

WE USE PARTSEYE AND ALSO DO OBSOLESCENCE RETURNS MONTHLY.

24. On a scale of 1-10 (10 = expert level) what is your level of understanding of the information that is on your DMS's monthly summary?

7-8.

25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively?

PROVIDE PARTS WITH THE PARTS STATEMENT WITH A BREAK DOWN OF ALL THE EXPENSES.