

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)? Toyota Instructor lead Classes
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)? 85%
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? None we are adding them now
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? All parts employee can, no service staff or service managers can
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? Yes retail, parts manager. Yes current.
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 retail and in process for getting it raised
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 they do and all communicate
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)? 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? Goal is to get to 40%. We check monthly.
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? Not at all. Changing that.
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?
We do not have an estore.
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?
Sales training is offered yearly. Sales skills are worked on every couple months.
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? We do not. Laziness
16. What would help you sell more accessories? Talking about them more with the sales staff.
Having a parts display area.
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. Quarterly
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?
No
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? We always do in and out variance documentation as to why it was done and whenever there is a variance accounting emails us to understand why.
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?

Since switching DMS we have been improperly tracking them. We are working with dealertrack to learn how to document them in the dms properly.
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? Follow up and communication issues between departments

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?

Under \$8 parts that pile up. Otherwise just staying on top of it can always be done better.

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.)?

9 month no sale phases out. Within 60 days two lost sales then start to stock it.

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?

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

Education and DMS training. Spending more round table conversation times with department managers.