

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
7/2/2018	5	4	1	0
7/6/2018	10	8	1	1
7/9/2018	5	5	0	0
7/13/2018	5	5	0	0
Totals	25	22	2	1



Rate %
80.00%
80.00%
100.00%
100.00%
#DIV/0!
88.00%



REYNOLDS 2213						
Stocking Status		Inventory	% of Inventory	Guide		
INVESTMENT		Value				
Normal or Active Stock		\$1,088,419	68.64%	over 70%		
Automatic Phase Out		\$227,958	14.38%	Less than 30%		
Dealer Phase Out		\$0	0%	Less than 1%		
Manual Order		\$3,899	0%	Less than 3%		
Non Stock Part \$'s		\$211,557	13%	Less than 5%		
Non Stock Part #'s*		3598	MEMO	Greater than 70% of PN's		
Core Clean		\$43,639	3%	PART #		# PIECES
Core Dirty		\$10,200	1%	PART #		# PIECES
Replace by hold RBH		\$0	0%	PART #	NA	# PIECES
				NA		
Total Inventory		\$1,585,672	100%			

REYNOLDS

Activity	Value	% of inven	NADA		Notes
			Guide		
Current	\$541,244	35.33%	75%		this is your current a
1-3 Months	\$527,538	34.44%	included		healthy parts invento
4-6 Months	\$226,510	14.79%	23%		
7-9 Months	\$128,583	8.39%	2%		65% Will likely become
10-12 Months	\$65,576	4.28%	included		85% Will likely become
13-24 Months	\$42,380	2.77%	0%		Technically Obsolete
25+ months	\$0	0.00%	0%		
TOTAL	\$1,531,831	100.00%			

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

nd active			
ory			
	OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$83,579	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$55,740	
	PLUS THE 13-24 MONTH VALUE	\$42,380	
	PLUS THE 25+ VALUE EQUALS	\$0	
	OBSO AS A % OF TOTAL	###	11.86%

CDK									
Stocking Status			Inventory		% of Inventory			Guide	
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	
Repace 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!				

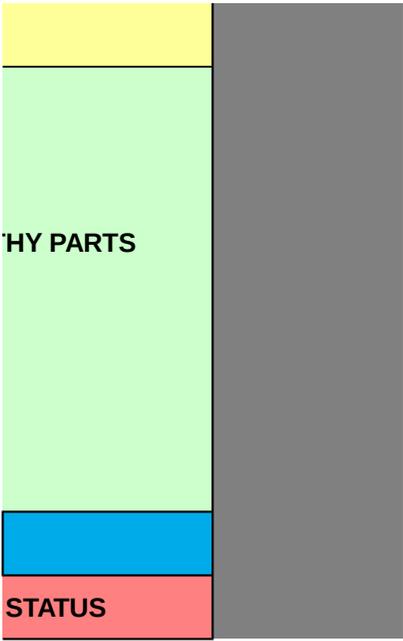
COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		0
uide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

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!
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				

THIS IS YOUR ACTIVE HEALT INVENTORY

CONFIRM DIRTY & CLEAN



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 healthy parts invento	
3 to 6 Months		#DIV/0!	included		
6-9 Months		#DIV/0!	23%	65% Will likely become	
9-12 Months		#DIV/0!	2%	85% Will likely become	
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 !!!!!!!!

Black box

and active
ory

e obso	\$0.00
obso	\$0.00
OBSO	\$0
	\$0.00

#DIV/0!

Departmental Action Plan

Dealership **Hendrick Chevrolet**

Academy Week

Class & :

Current Situation

Cores Not Returned Properly/Tagged Properly for CP or Warranty Return

Overall Objective:

The objective of this action plan is to properly identify and return core parts to credit.

Proposed Timeline

The core return process we put together will be effective immediately with a 30 day timeline. All employees understand the process and after 30 days will be held accountable.

Action Plan

1) When billing a part with a core value, counterperson will not assign a core credit.

Requirements

Action Proposed: Parts manager to inspect core returns daily and do physical working and hold employees accountable.

1.

- Meeting with stakeholder(s) (dealership personnel): All parts personnel (count manager and GM will be present for rollout meeting of core process
2. -During daily inspections conducted by parts manager, if any core return issue, coach them on step by step return process- provide written process- explain steps and document on employee file. If employee understands core process and can transfer to different department

- Accountability: Monitoring progress:
Who: Parts Manager/Assistant Parts Manager
What: First 30 days: Inspect core returns daily to ensure acceptable condition appropriate credit issued/ensure core returns are stored in appropriate bin. After inventory of core returns
3. By When: Employees are expected to adhere to core return process without further period. Issues will be documented on employee file and appropriate discipline

- Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
4. Date(s) for review:

5. Estimated cost for implementation: \$0.00

Projected Date of Completion:

7/31/18

Sponsor Signature:

Mark Cro

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas: 1) A written core process is vital for net profitability of a parts department. Our parts in dirty cores. Without an air-tight core return process, we are exposed to over \$52,000 in lost profit. Core implications must be informed of the significance of the core process and held accountable for employees accountable by conducting regular bin counts of our core inventory.
Sales / Gross / Expenses / Net Profit / CSI /

Student Name Charles Hart

Student Number 107-

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**

to the manufacturer and receive appropriate

0 day break in period to ensure that all
le to follow it.

credit until core part has been returned. 2) Upon

l inventory weekly to ensure return process is

ter/billing/manager/ast. Manager), service

es are discovered- address with employee-
significance of following core return process
continues to fail to adhere, termination or

/proper tagging/review RO/invoice to ensure
ter 30 days: Inspect weekly with physical

ail after 30 day break-in period. After 30 day
ny action will be taken

ossley- Parts Manager

; department consistently carries about \$10,000 per week
it annually. All employees involved in billing parts with
or adhering to the process. Parts manager must hold his

