

Ewing Subaru - 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)? **Subaru Parts Manager Training and from the Parts Director**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Yes. Provide love and respect in every interaction.**
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. 94.7**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **RO 40.64% – Internal 20.33% / Counter 22.78% - Wholesale 19.85%**
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? **Every employee has different permissions. They monitor the gross profit percentage daily, if it gets below 14.9%, we start asking questions.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Only the Service Director**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Yes, we are at retail for internal. The Parts Director input the policies and they are 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 a retail reimbursement for warranty. We petitioned in October 2023**
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, we do have meetings with the Controller to follow up on WIP. Yes, they verify and close out on a timely manner. Phone calls and Zoom meetings.**

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)? [The financial statement is not given to the parts manager, but they do have access to the DOC.](#)
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 use a matrix for pricing and check monthly to make sure goals are being achieved.](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [We audit the Parts webpage daily. Coupons and everything else weekly.](#)
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? [Yes, we have a parts online store. We manually respond through email and all inquiries get sent to all parts personnel.](#)
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 done through Subaru Foundations, and it is mandatory. Skills are assessed and tested yearly.](#)
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? [Yes, we use Insignia we present this 100% of the time on every new car deal and zero at preowned. Need to make sure preowned is trained so they can do it also.](#)
16. What would help you sell more accessories? [Showing Insignia 100% of the time to every customer.](#)
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, wholesale customers get reviewed monthly.](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [No. The parts director does.](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [Bin checks and parts received log. Variances are communicated with the end of the month report.](#)

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, lost sales are being tracked. His definition was a part that was not ordered that could have been ordered but wasn't, is a lost sale.](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Following up and making sure service is calling the customers.](#)
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? [Just need to return them faster. \\$19,888](#)
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.)? [2hits in 9 months and its automatic in parts eye](#)
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? [11](#)
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? [Phone skills training for the department.](#)