

What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? **No formal training. Have gone to 2 NADA fixed ops classes but it was 90% service focus**

Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Use overall dealership statement: Our mission is to deliver outstanding customer service today building loyal customers for tomorrow.**

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? **Yes, they track it 2x's a year**

What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **47%**

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? – **there are no pricing provisions in place, with about 300 transactions a day the manager would spend all day doing adjustments, collision link (does not include repairlink or counter)price matches with OEM and we need to adjust all the time to get the 15% back.**

Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Just parts employees**

Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Internal pricing was established by the owner Jim Basil and it is set the same as customer pay pricing for the service department. It is looked at twice a year.**

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 above retail at 89.42% markup. We petition once a year**

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? **No, the managers are responsible for looking at work in progress each month to ensure orders that can be closed out are closed.**

Is the financial statement for the Parts Manager 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). **Prints the daily doc and statement, will compare, and dig in- group fixed mtgs quarterly to compare across group.**

What is your retail pricing strategy for your Parts department? How often do you check to see whether your pricing goals are being achieved? 15% above list price. If discount is offered sales will still exceed list price. [Check daily doc to see fluctuations in percentages](#)

How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [Audit website 2x year, Coupons updated monthly by OEM](#)

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? [BDC gets emails that are sent to parts department. Not many come through.](#)

What sales training is available to Parts personnel? If training is available, is it mandatory? How often are sales skills assessed, tested, and refreshed? [Only training outside of on the job training for parts personnel quarterly online through the manufacturer.](#)

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? [Currently salespeople present accessories to customers at time of sale. Process change is a month old.](#)

What would help you sell more accessories? [More sales management focus, incentivize sales staff, Gm rewards points](#)

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? [We print ranking reports the first day of each month and go over it with my outside sales rep](#)

Do you know how much each of your Parts salespeople must sell each day just to breakeven? [\\$8,125](#)

What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [The first of each month I do a quick inventory reconciliation to make sure my numbers are close to what the GL states](#)

Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? [We do not track lost sales](#)

What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [BDC making an exception to process and scheduling before parts are here. CSI issue with customer, causes extra work for parts and BDC to go through upcoming appts and re-check.](#)

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? [Our large wholesale and internal bodyshop returns is the biggest cause of obsolescence. Our current dollar amount is 54k](#)

What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? [Decipher if it's a service lane part, look at sales history, what vehicle it fits, if other dealers in the area stock the parts](#)

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? [8](#)

What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? [The organization provides me with everything in-house I need to do my job effectively. I could be more effective with a better assistant to help take the load off some of my daily duties. This will create time to concentrate on building the business.](#)

