

First Time Fill Rate

DEALERSHIP NAME	Kolar Toyota	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
7/23/2018	5	4	1	0
7/24/2018	5	2	2	1
7/25/2018	5	4	1	0
7/26/2018	5	5	0	0
7/27/2018	5	4	1	0
7/30/2018	5	5	0	0
7/31/2018	5	4	1	0
8/1/2018	5	5	0	0
8/2/2018	5	4	0	1
8/3/2018	5	5	0	0
Totals	50	42	6	2



Rate %
80.00%
40.00%
80.00%
100.00%
#DIV/0!
84.00%



AUTO MATE				GOOD
Stocking Status	Inventory Value	% of Inventory	Guide	WARNING
INVESTMENT				DANGER
Active parts	\$92,149	70.58%	over 70%	GREAT
Auto Phase Out Parts	\$4,546	3.48%	Less than 30%	Seldom us
Dealer Phase Out Parts	\$0	0%	Less than 1%	OK....BUT
Manual Order Parts	\$10,424	8%	Less than 3%	OUCH !!!!!
Non Stock Part \$'s	\$22,449	17%	Less than 5%	YIKES
Non Stock Part #'s*	2787	60%	Greater than 70% of PN's	
Core Clean	\$1,000	1%	pn pieces	
Core Dirty	\$0	0%	pn pieces	
		0%		
Total Inventory	\$130,568	100%		

AUTO MATE

Activity	AUTO MATE Value	% of inven	NADA Guide	Notes
		0.00%		this is your current and active healthy parts inventory
Current to 3 Months	\$102,616	79.20%	75%	
4-6 Months	\$9,890	7.63%	23%	
7-9 Months	\$10,050	7.76%	2%	65% Will likely become obso
10-12 Months	\$4,398	3.39%	included	85% Will likely become obso
over 12 Months	\$2,614	2.02%	0%	Technically Obsolete
		0.00%		
TOTAL	\$129,568	100.00%		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				PASS/ FAIL
OBSO POSITION (LINES 23-25 FROM ABOVE)				FAIL
CLEAN CORE				FAIL
DIRTY CORE				PASS
LOST SALES CALCULATOR VS. ACTUAL				PASS
AVERAGE STOCK ORDER (NEEDED FOR FS TEMPLATE TRUE TURN CALCULATION)				Pass
MONTHS SUPPLY (FS TEMPLATE)				Pass
GROSS (TOTAL) TURNS (from your FS Template)				Pass
TRUE (STOCK) TURNS (from your FS Template)				Pass
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)				Pass

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Additional Data Available From Auto Mate		\$ Value	Grade
DP2	Total Idle Capital	2.31%	
DP3	Negative On Hand	290	
DP4	Parts with no bin	0	
DP5	Parts with no cost	290.0231	
DP6	Monthly Closing Inv Value	6	
DP7	Lost Sales	3647	
Value of Stocking parts with MNS 6-11 Mo.		11651	
Value of Stocking parts with MNS 12 Plus M		3.36	
Value of Non-Stock Parts w MNS 3-5		3041	
Value of Non-Stock Parts w MNS 6-8		4117	
Value of Non-Stock Parts w MNS 9-11		1033	
Value of Non-Stock Parts w MNS 12 Plus		3114	
		22959.36	

OBISO POSITION MATH DONE BELOW	
.65 TIMES THE 7-9 MONTH VAL	\$6,533
.85 TIMES THE 10-12 MONTH V	\$3,738
PLUS THE 13-24 MONTH VALUE	\$2,614
PLUS THE 25+ VALU EQUALS	\$0
OBISO AS A % OF TOTAL	### 9.94%

Departmental Action Plan

Dealership **Kolar Toyota**

Student Name **Damien Chesney**

Academy Week **Week 2 Parts**

Class & Student Number **N336**

Current Situation

Special Order Parts - "S.O.P"

Our Parts Department has a SOP process in place. However, it isn't being followed 100%. I found that our Service Department isn't following this policy, they don't always collect pre-payment before they let the customer leave.

Overall Objective:

Objective 1: Educate our associates why "SOP" is the main reason parts become obsolescent.

Objective 2: Reduce obsolescence by enforcing the "SOP" process.

Objective 3: Manage our SOP process

Proposed Timeline

Step 1: Re-implement the SOP process to the entire parts and service teams

Due: August 31st 2018

Step 2: Educate our associates why "SOP" is the main reason parts become obsolescent

Due: August 31st 2018

Step 3: Reduce obsolescence by enforcing the "SOP" process

Due date: October 31st 2018

Manage results

Due date: Ongoing

Step 4:

Action Plan

Describe necessary actions to reach desired result:

amendments are required: Review with management and revise when needed.

Step 1: Review current "S.O.P" process to see if any

Step 2: Build Awareness.

Step 3: Any SOP over "90 days" will be returned to OEM if permits, or it will be moved from SOP status to inventory, with the approval of Parts Manager/GM.

Step 4: Educate our associates on the

importance of "Special Order Parts" process. After reviewing and amending the process, the parts and service manager will re-implement the SOP process to the entire parts and service teams, all associates will need to sign off on the new process. Training and clear explanation/education on the importance of SOP's and the understanding of OBSO and how it effects the entire Fixed Operations.

Step 5: Re-implement the SOP process to the entire parts and service teams.

Step 6: Manage results utilized in the

DMS report to better manage our SOP parts. Weekly meetings with advisors & parts counter personnel with a physical walk and ask for explanations. Document and forward to GM for review.

Requirements

Meeting with Dealer:

1. **Action Proposed:** Proposed the above action plan to the GM

Meeting with (dealership personnel):

Describe what is in place to support desired goal:

Training all staff in parts and service to ensure follow through.

Commitment of parts consultation for training and coaching.

2. Consult with our Parts and Service Managers to help in implementation of our process.

Coach all parts staff and service advisors on the changes and set our expectations.

Accountability from our DMS report, SOP inventory, and SOP being moved to inventory to be given to GM from Parts and Service Manager.

Expenses there should be no increase of expense to reinforce the SOP process.

Accountability: Monitoring progress:

Who: Parts/Service Manager with GSM/GM overview

What: Parts counter will be responsible for ordering the correct parts and letting the correct service advisor know once they arrive

By When: This should be in place no later than August 31st, and then implemented by September 1st, 2018

3. **How:** We will run an open RO report and line it up with the DMS SOP orders weekly. We will have Service and Parts meet once per week to discuss the SOP's without an appointment set, and figure out a game plan to get the customer in.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. **Daily-**Parts Manager to review SOP list

Weekly- A weekly meeting with both Parts and Service Managers to review both the SOP/DMS list with the open RO Report

Monthly- Meeting with the Parts/Service Managers

5. **Estimated cost for implementation: None**

Projected Date of Completion: 8/31/18

Sponsor Signature:

David J. Solon See Attached Form for inked signature

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Sales-Parts sales are only calculated after invoicing. Increasing SOP Efficiency should help increase our Parts sales. By improving our SOP process we should decrease the time it takes to get a customer back into the dealership to have the parts installed.

Gross-we are not looking to change our matrix or our pricing strategy, so this will not change. However, by having a proper SOP process our overall profit should increase.

Expenses-We should not see an increase in our expenses, in fact I believe our % of sales should go down with the increased profit.

Net Profit-The more sales per associate should go up per the process, hence making the department more profitable.

CSI-This is an area of much improvement in our Fixed Ops Departments, having a more streamlined SOP process should help this to improve. Wait times are a concern and reason that our customers will give us lower scores.