

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
7/20/2018	5	3	2	
7/23/2018	5	5	0	
7/25/2018	5	2	2	1
7/26/2018	5	3	2	
7/27/2018	5	2	3	
7/30/2018	5	4	1	
7/31/2018	5	2	1	2
8/1/2018	5	3	2	
8/2/2018	5	3	2	
8/3/2018	5	5	0	
Totals	50	32	15	3



Rate %
60.00%
100.00%
40.00%
60.00%
40.00%
80.00%
40.00%
60.00%
60.00%
100.00%
#DIV/0!
64.00%



REYNOLDS 2213				
Stocking Status	Inventory		% of Inventory	Guide
INVESTMENT	Value			
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 30%
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
Core Clean			#DIV/0!	PART #
Core Dirty			#DIV/0!	PART #
Replace by hold RBH			#DIV/0!	PART # NA # PIECES
				NA
Total Inventory	\$0		#DIV/0!	

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invento
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become
10-12 Months		#DIV/0!	included	85% Will likely become
13-24 Months		#DIV/0!	0%	Technically Obsolete
25+ months		#DIV/0!	0%	
TOTAL	\$0	#DIV/0!		

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	\$0	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
	PLUS THE 13-24 MONTH VALUE	\$0	
	PLUS THE 25+ VALUE EQUALS	\$0	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

CDK Stocking Status		Inventory	% of Inventory	Guide	
INVESTMENT		Value			
Normal or Active Stock		\$125,158		70.90%	over 70%
Automatic Phase Out		\$26,424		14.97%	Less than 35%
Dealer Phase Out		\$444		0.25%	Less than 1%
Manual Order		\$5,817		3.29%	Less than 3%
Non Stock Part \$'s		\$18,685		10.58%	Less than 5%
Non Stock Part #'s*		468	MEMO		Greater than 70% of PN's
No Phase Out Not on ADP					NA
Repape by Hold Not on ADP					NA
Clean Core		\$0		0.00%	p/n pieces
Dirty Core		\$0		0.00%	
Total Inventory		\$176,527		100.00%	

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	137,884	25.31	78%	ACTIVE INVENTORY at 75%
4-6 Months	12,888	10.43	7%	ACTIVE INVENTORY at 23%
7-12 Months	10,646	15.67	6%	75% will likely become Obso 2%
Over 12 Months	9,132	4444	5%	Technical Obsolescence 2% is g
New parts no sales	5,976		3%	Minimal Amount
Total Inventory	\$176,527		100%	

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		7984.65
uide	PLUS			9,132
	PLUS			5,976
	EQUALS		13%	23092.88

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!	THIS IS YOUR ACTIVE HEALT INVENTORY
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					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
3 to 6 Months		#DIV/0!	included	healthy parts invento
6-9 Months		#DIV/0!	23%	65% Will likely becom
9-12 Months		#DIV/0!	2%	85% Will likely becom
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 !!!!!!!!!!



nd active
ory

e obso \$0.00

obso \$0.00

OBSO \$0

\$0.00

#DIV/0!

Departmental Action Plan

Dealership Courtney Honda

Academy Week August 13th-August 17th, 2018

Class & I

Current Situation

Currently, our parts and service department have not been tracking lost sales opportunities and a low first time fill rate on Repair Orders.

Overall Objective:

My objective is to institute a new Lost Sales Tracking Policy. This is made up of parts manager, and the service manager. Between training and discussing with an accurate and timely Lost Sales report on a daily basis. I will then compile this with both our parts and sales managers. The goal is to increase our first time fill order deficiencies.

Proposed Timeline

I started this Google Doc on July 1st, 2018 and will continue to use it going forward for data in order to establish trends and correct/amend our parts orders. Additionally, customer/service department needs to increase CSI, sales, and hopefully gross

Action Plan

Describe necessary actions to reach desired result: Essentially, I've created a

Requirements

Meeting with Dealer: Dealer Principal is my father. I've informed him of this plan

1. Action Proposed: Create and implement shared Google Doc to accurately report

Meeting with stakeholder(s) (dealership personnel): 7/1/18 Met with both servi through process I expect and will be inspecting.

2. Describe what is in place to support desired goal: I first need to compile data study. Until I have some data, it's tough to use the carrot/stick approach. My ir service and parts managers nav plans to the Lost Sale report. I'm thinking abo

Accountability: Monitoring progress: All progress will be monitored by myself
Who: Dealer principal and myself

3. What: Establish an acceptable lost sale percentage/goal based on accurate tra
By When: My belief is that after 4 months of accurate data, we can sit down as order to better stock our parts inventory
How: Daily reporting and monthly compilation/meeting about results.

Describe checkpoints that have been established to measure progress: Daily meeting regarding compiled data and brainstorming in order to better stock o

4. Date(s) for review: August 1st will be our first meeting with one month of data. as this is only the first month of data.

5. Estimated cost for implementation: No additional cost for the implementation.

Projected Date of Completion:

December 1st, 2018 will give me 4 months of data.

Sponsor Signature: _____

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

I expect this data to impact our Gross Profit, CSI, First Time Fill Rate, and Net Profit. I can't speak to intention is to get to the bottom of our parts department inventory and see how we can more effect Without accurate Lost Sale data, we can't really hope to make any positive changes in our parts de

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Student Number **N336 Student #18**

effectively or even at all. This has lead to lost

of a shared Google Doc between myself, the
at I'm looking to see, my objective is to garner
hose results at the end of the month and meet
II rate by identifying and addressing our parts

rward. I think this will require 4-6 months of
ally, this will allow us to better understand our
ss and net profit as well.

Google Doc that can be shared across all of ou

and and he has given his blessing.
ort and track lost sale opportunities.

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

ce and parts manager to explain plan. Go

in order to incentivize the findings of this
attention is to use these results and tie both the
out establishing an acceptable Lost Sales

and the Dealer Principal.

acking of trends and data.
s a management team and discuss trends in

upload to Lost Sale Google Doc. Monthly
ur parts department.

. So far, the results are tough to track/measure

. My time and our other managers time is require

o the volume that it will effect the bottom line yet. My
ively service our customers and used car department.
partment regarding accurate and relevant inventory mix.







