

## First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
7/17.18	5	4	1	0
7/18/2018	5	3	1	1
7/19/2018	5	3	2	0
7/20/2018	5	5	0	0
7/24/2018	5	4	0	1
7/25/2018	5	4	1	0
7/26/2018	5	3	1	1
7/27/2018	5	3	1	1
8/2/2018	5	4	0	1
8/3/2018	5	3	1	1
<b>Totals</b>	<b>50</b>	<b>36</b>	<b>8</b>	<b>6</b>



<b>Rate %</b>
<b>80.00%</b>
<b>60.00%</b>
<b>60.00%</b>
<b>100.00%</b>
<b>80.00%</b>
<b>80.00%</b>
<b>60.00%</b>
<b>60.00%</b>
<b>80.00%</b>
<b>60.00%</b>
<b>#DIV/0!</b>
<b>72.00%</b>



REYNOLDS 2213						
Stocking Status	Inventory Value	% of Inventory	Guide			
INVESTMENT						
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 #		# PIECES
Core Dirty			#DIV/0!	PART #		# PIECES
Replace by hold RBH			#DIV/0!	PART #	NA	# PIECES
				NA		
Total Inventory	\$0		#DIV/0!			

REYNOLDS

Activity	Value	% of inver	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invent
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

and active			
ory			
	<b>OBSO POSITION MATH DONE BELOW</b>		
e obso	.65 TIMES THE 7-9 MONTH VALUE	\$0	
e obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
e	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		\$213,289		67.31%	over 70%
Automatic Phase Out		\$34,257		10.81%	Less than 35%
Dealer Phase Out				0.00%	Less than 1%
Manual Order		\$24,090		7.60%	Less than 3%
Non Stock Part \$'s		\$39,893		12.59%	Less than 5%
Non Stock Part #'s*		14,561	Napa pts.		Greater than 70% of PN's
No Phase Out Not on ADP					NA
Repape by Hold Not on ADP					NA
Clean Core		\$5,355		1.69%	p/n pieces 184
Dirty Core				0.00%	
Total Inventory		\$316,884		100.00%	
ADP					
Activity		Value \$	% of Invent	%	Notes & Guides
0-3 Months		\$224,321	72	72%	ACTIVE INVENTORY at 75%
4-6 Months		\$36,775	11.8	12%	ACTIVE INVENTORY at 23%
7-12 Months		\$29,820	9.57	10%	75% will likely become Obso 2%
Over 12 Months		\$530	0.16	0%	Technical Obsolescence 2% is g
New parts no sales		\$20,086	6.44	6%	Minimal Amount
Total Inventory		\$311,532		100%	

<b>COLOR SCORING</b>				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
<b>OBSO POSITION</b>				
is guide	.75 TIMES \$			22365
uide	PLUS			530
	PLUS			20,086
	EQUALS	14%		42980.9

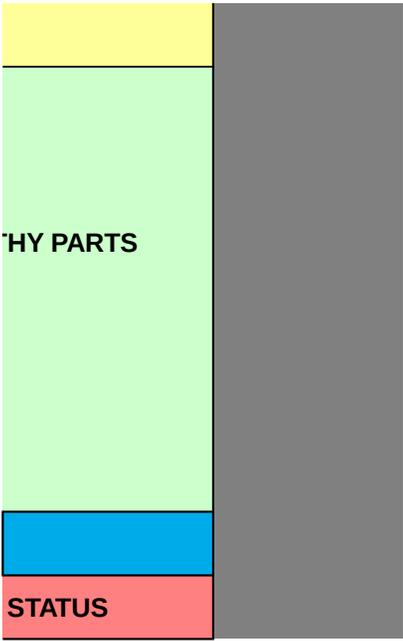
DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
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
<b>INVENTORY AGING BY LAST SOLD</b>							
							<b>INSTRUCTORS NOTE</b>
			<b>VALUE</b>	<b>%</b>	<b>ACUM %</b>		
NEVER SOLD				#DIV/0!	#DIV/0!	<b>THIS IS TECHNICAL OI</b>	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	<b>THIS IS POTENTIAL OI</b>	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	<b>THESE PARTS WILL BE IN A "AP" STATUS: OUT IS SET AT 0 IN 6</b>	
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 inver	Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current a
3 to 6 Months		#DIV/0!	included	healthy parts invent
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..
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and active  
ory

e obso      \$0.00

e obso      \$0.00

OBSO      \$0

\$0.00      #DIV/0!

## Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

### Current Situation

We currently do not have a good process for identifying and recording lost sales. There are two main issues causing the problem. First, we do not have a good definition of what a lost sale is. When our staff of 7 completed the Lost Sale quiz, we had 6 different answers. Second, we do not have a good process for communicating the outcome of quotes given to the Service Advisors.

### Overall Objective:

Objective 1: Develop an agreed upon lost sale definition, train the staff, and expect that they record 100% of the lost sales. Second, we need to develop a process for quotes given to the service department.

### Proposed Timeline

We will develop a lost sale definition and train the parts staff by the August 31st, 2018. We will develop a Lost Sale - Parts/Service process by September 30th, 2018.

### Action Plan

Describe necessary actions to reach desired result: Objective 1: 1. Reach out to NADA staff for guidance on best practice Lost Sale definition. 2. Work with Parts Manager to create our Lost Sale definition. 3. Document definition and examples. 4. Train parts department staff. 5. Monitor compliance of 100% recording of lost sales. Objective 2: Meet with service and parts departments and develop a process

### Requirements

#### Meeting with Dealer:

1. Action Proposed: Met with Sara and reviewed plan to implement improved lost sale tracking.

Meeting with stakeholder(s) (dealership personnel): We will meet with all parts department personnel to launch the initiative, gather feedback and begin brainstorming ideas for the parts/service process.

2. Describe what is in place to support desired goal: We will rely on the parts manager for training on the guidelines and the service manager for training the advisors on the new lost sale process. Consequences for failing to properly follow the new guidelines and/or process will escalate based on standard employee discipline standards.

#### Accountability: Monitoring progress:

Who: John Watkins

What: Verify training and process in place

3. By When: August 31st / September 30th.

How: Meetings with personnel, CDK reports, process monitoring.

#### Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: Check for progress on training standards and plan on August 20th. Follow up to verify all parts personnel have been trained by August 31st. Advisor process implementation: verify progress on developing plan on Sept 14th and implementation on Sept. 30th. Follow up every two weeks in October and then monthly thereafter.

5. Estimated cost for implementation: At this point, we don't anticipate any cost beyond the time needed.

Projected Date of  
Completion:

September 30th, 2018

Sponsor Signature: \_\_\_\_\_

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /