

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)? **Our parts Manager has no formal training, just hands-on experience.**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Not really a Vision statement just a common goal that we share, to enhance each other's abilities and grow as a unit.**
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? **We get weekly reports that show us our FTFR that is at 72.8% at the moment.**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **Our inside business runs around 65% and outside sales are 35%.**
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? **Only parts manager has authorization to discount pricing on the counter tickets. The matrix is untouched aside from wholesale customers, which is handled by a delegated parts person**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Parts Manager, Service Manager, and General Manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Our pricing for Internal prices we use 125% of cost on all parts except tires and they are 126% over cost. Our General Manager and Parts Manager update our pricing policies.**
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? **Retail pricing for warranty. Had it increased 6 months ago**
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? **So our Bosity shop Manager and Parts Manager contact each other about twice weekly about**

WIP. About weekly our parts Manager gets a WIP report sent to him from the Body shop Manager.

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)? **No, our Parts Manager hasn't received a statement.**
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 run a parts matrix that starts high and works its way down to higher priced parts ending around 150% of cost.**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **We utilize Simple part for our online site and our parts Manager checks it daily.**
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? **We do have a eStore and our Parts manager receives emails and checks them daily.**
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? **The only training we use are the ones Subaru requires in their training program.**
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?
16. What would help you sell more accessories? **Nothing**
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? **Our parts Manager checks his sales quarterly to see if any customers qualify for a increase in discount.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **Each salespeople must sale 1,800 dollars in parts daily to breakeven.**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Parts Department employees do bin counts weekly and all paperwork is sent to the General Manager and all variances are reported to the Office Manager.**
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, we track Lost sales monthly and our**

reports are sent to our Office Manger and General Manager. Lost sales are parts that we do not have in stock but are needed for a job at that moment, so we record them as Lost sales to ensure our system picks up on a trend.

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Our biggest obstacle has to be customers coming back into our dealership or communication between our Parts and Service Departments.**
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? **Our biggest cause comes from our Body shop and customers not returning. Our obsolescence for both brands runs around 29,000 now.**
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.)? **Our phase in strategy is based off of Parts Eyes guidelines.**
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? **8**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Communication is the only thing that can help in any situation.**