Class 051
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Tom Nehl Truck Company

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? DTNA Parts management training, Mike Nichols Institute inventory management. Also 30 years of experience from Parts Sales, Outside Sales, Parts Management, Parts Director, and President of the CSA.

2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? We have a vision statement for the company but the employees do not know it. The vision statement is: "Tom Nehl aspires to be the recognized leader in the transportation industry, setting the standard for excellence, innovation and reliability"

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? Not manually. FTFR is 92% line fill and 83% total repair order fill.

4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? Roughly 20% shop, 80% external.

	Apr-24	Apr% Total Sls	YTD 2024	YTD% Total Sls
Warranty	250,854.22	5.4%	1,029,397.84	5.4%
Internal	93,859.92	2.0%	254,758.79	1.3%
Service Counter Sls	$514,852.52	11.0%	$1,778,178.04	9.3%
Body Shop Sls	$127,415.15	2.7%	$565,569.12	3.0%
Total Parts Sls	$4,673,007.94	**21.1%**	$19,043,127.15	**19.1%**

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? Currently the system is wide open for price changes with management review of the price override report. Our two parts managers' goal for the year is to resolve this by setting up price codes properly and applying more restrictions to price overrides.

6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? Only parts personnel can change prices.

7. Are you at Retail pricing for Internal? No, we are at cost plus 25% Who established your Internal parts pricing policies? Chuck, our parts general manager Are they current? No

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? Our manufacturers pay more than the State of Florida requirements. Florida requires cost plus 15%.

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? We currently audit ourselves but welcome all cross departmental or external inspection.

10. Is the financial statement for the Parts department given to the manager and discussed on a weekly/monthly basis? No, but it is available if requested by the parts manager If not, is a daily operating report of sales, gross profit, etc., provided to the Parts Manager for review (DOC)? Yes

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? There is currently not a pricing strategy but that is one of the things the parts managers are working on in conjunction with the price codes project

12. How often do you audit your dealership's Parts web page? Our marketing manager updates the parts webpage monthly if not more often How often are coupons, hours of business, etc., reviewed and updated? Elite Support requires that these must be maintained and accurate at all times.

13. Do you have a Parts online eStore? We have two, AMTP and Excelerator How do you ensure that parts order forms/queries are responded to in a timely manner? We get very few queries, but they are forwarded to the parts manager, who responds as soon as possible. IF there is an order form a pick ticket is automatically printed at the warehouse Who gets the email leads/questions? They come to our marketing director, who forwards them to the person they are meant for

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? We have a training program for new sales personnel and we have ongoing training by bringing in venders monthly for "lunch and learns." The lunch and learns are not mandatory but highly encouraged

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? We offer accessories, they are available in the lobby and outside parts sales personnel sell them

16. What would help you sell more accessories? A bigger lobby

17. Do you review your wholesale customers to see if their sales, gross, and returns justify the expense of conducting business with them? Yes How often are they reviewed? ongoing

18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? No. If financials were provided, I would focus on absorption ratio.

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? We have a continuous cycle count team. Missing items are charged to a policy ticket monthly.

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

PARTS LOST SALE

LOST SALE DEFINITION:
A Lost parts sale occurs in multiple ways; (1) when inventory is not readily available (out of inventory or do not stock), (2) do not have the correct quantity available, (3) customer says price too high or (4) you can't find the part. If you order for customer and **sell it** is **NOT** a lost sale.

We have Lost Sales reasons in Fusion
You can log a lost sale in Parts Order/Repair Order OR Parts Inquiry.

INV91855 Parts Lost Sales Reasons
Filter Settings

If You Do Not Sell It - It is a LOST SALE

Value
PRICE TOO HIGH – LOST TO COMPETITOR
DO NOT STOCK
NOT ENOUGH IN STOCK
CANT LOCATE PART(S)
PRICE TOO HIGH – LOST TO OTHER BRANCH

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? Communication with the customer

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? The top two opportunities I see are Used Parts and Dirty Cores. Our Obsolescence is within industry standard below 5% of inventory value.
Used Parts Inventory = $368K, Avg sales per month = $50K
Dirty Core Inventory = $926,618
Obsolete = $310,388 or 4.74%

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.)? We use the algorithms provided by LPA and RimPro. We have different phase in/out requirements for different parts, but on average it is 3/10 phase in and 2/10 phase out

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? 9

25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? Say goodbye to Karmak and upgrade our DMS to Procede.