

First Time Fill Rate

DUECK GM			First time fill rate		
DATE	# OF RO'S	RO's Filled 1st Time (Right Away)	RO's Filled the same day Same Day	RO's Not Filled Same Day	Actual 1st Time Fill Rate %
2024-06-03	4	4		0	100.00%
2024-06-04	6	5		1	83.33%
2024-06-05	5	5			100.00%
2024-06-06	5	2		3	40.00%
2024-06-07	5	2		3	40.00%
					#DIV/0!
Totals	25	18			72.00%

Parts Manager Conversation Answers

1. Gm Canada College, various inventory and marketing seminars.
2. "The Right Part at The Right Price as Fast as Possible"
3. No. I don't see the point. It wouldn't change the way we do business.
4. Inside \$44% Outside 56%
5. In this store, our counter people have the authority to adjust pricing as required to make the sale. However, they are bonused on gross profit so they are careful.
6. Nobody in Service
7. Retail pricing for used car reconditioning and accessories. As per General Manager
8. We're not
9. We work with the Fixed Operations Manager. We close everything possible.
10. Yes to both
11. Retail pricing is MSRP. See question 5.
12. Not often
13. Our many email leads go to our 5 wholesale countermen and are answered promptly.
14. None. We have a very experienced team that is self governed. Knowledge is shared constantly.
15. Yes. We have a dedicated accessory partsman that works with the salesmen. We have a spiff program for the salesman that pays them on parts and labour.
16. Sell more trucks and don't order accessories with the vehicle (LPO's)
17. Yes. Constantly.
18. No
19. If there is a discrepancy I am informed right away so I can look into it. Accounting is not involved until annual physical inventory.
20. Yes but not consistently. It is a lost sale if the only reason we didn't sell it is because we didn't have it.
21. Biggest obstacle is getting the service advisors to monitor their special order list and keep it clean.
22. Being a tire distributor in an ever changing market with unpredictable winters and a no return policy with the manufacturer.
23. In at 3 sales in a year/out less than 3. With rim and parts eye, I use this rule for big dollar and size items.
24. 8
25. Stop ordering vehicles with accessories. Have service advisors sell their special order parts in a timely manner.