

## WHY DO WE HAVE SO MANY PARTS ON SOP SHELVES?



### 5 MAIN COMPONENTS THAT WOULD ENSURE SUCCESS IN GETTING SPECIAL ORDER PARTS OFF THE SHELF AND INSTALLED.

- 1) Accurate order of Special-Order Part - The advisor or Parts counter person needs to gather the necessary information to order the right part.
  - a. VIN Number
  - b. Part Number instead of part name
  - c. Open Repair Order
  - d. A proper diagnosis by the technician
- 2) Cost
  - a. Appropriate cost estimation if not covered by warranty, with pre-payment of part.
  - b. Obtain warranty pre-approval from the OEM before part is ordered.
- 3) Communication -
  - a. Proper communication from Tech/Advisor/Parts during ordering process.
  - b. ETA of the part - based on the ETA, set up appointment for installation
  - c. Arrival of the part - Proper documented communication of the part arrival to Advisor.
    - i. If part is over the counter sale, parts Associate needs to communicate with customer.
- 4) Scheduling for part installation - Advisor/BDC/Pick-up and delivery coordinator need to be in sync. Having a live sharable document or status report for SOP that can be updated or edited by those involved.
  - a. Advisor needs to confirm installation appt with customer, arrange for pick-up and delivery, loaner, or rental vehicle if applicable
    - i. Advisor may leverage BDC or pick-up and delivery coordinator
  - b. After client is notified 3 times (1 week timeframe) and no response, process return part.
- 5) Monitoring SOP shelves and bins weekly by Parts Manager.
  - a. Schedule returns if part is 30+ days old.