

Parts Manager Conversation

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)? **YES, I attended NADA training in 2012**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **no, I do not have a "vision statement"**
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? **I do not check my FTFR manually**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **70/30**
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? **Wholesale/retail counterman are privileged to take a small percentage off counter invoice to ensure sale.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **only parts manager overrides prices on RO/internal/body shop**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **internal is priced @ 25% over cost.**
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? **warranty is cost + 67% with in the last year**
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? **WIP is monitored by Parts manager and Service 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)? **Parts Manager is not given financial 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?](#) [small pricing matrix added to MSRP.](#) Last time I mystery shopped another dealer was over 2 years ago. Against the 3 other dealers we were all around the same price.

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [Monthly](#)

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? [yes, inquiries are responded to promptly](#)

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? [MBUSA has parts training programs online. Employees are enrolled quarterly](#)

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? [f&i handles all new cars.](#)

16. What would help you sell more accessories? [brochures and displays](#)

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? [Yes, Bi-Monthly](#)

18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [No](#)

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [perpetual bin checks. If the values are a wash, it does not get reported](#)

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, post parts according to repairs that can not be completed. Compare if other local dealers have stock](#)

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [service advisors lack off following up and/or communicating](#)

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? [Special Orders make up a large majority of frozen cap. \\$75,576.27](#)

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.)? [MB USA utilizes StockPro. 3 in 12](#)

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? [Nothing really- for our luxury brand the GM and dealer principle have not said no as long as it is with reason.](#)