

Erik Kane – NADA 337

1. They are reviewed monthly based on GP % and feedback from our service team.
Breaking out by dollar amount per sold part to see what potential is there
2. We are on par with most of the dealers in the area. Within 2% gp
We have multiple stores in the market as well as conference calls with other makes
3. Very competitive with general maintenance parts.
Based on OEM – calling other parts depts we are right in line
4. Yes, we have pricing strategies set up for all groups.
We do – actually way to many, internal is set cost plus 35% should be closer to customer pay...dealer only mechanical and trim parts have opportunity for higher gross profit
5. Parts counter have access and permission to change pricing, Advisors do not.
Discussion about limiting functions in the DMS for parts counter
6. Yes, we use an inventory adjustment account for outside dealer purchases.
Based on purchases from competing same brand stores we use an inventory adjustment account to make sure its stocked in for OE cost
7. We do not purchase from distributors and represent them as factory parts.
If we understand the question correctly – aftermarket is true cost and OEM is true cost 100% of the time
8. We don't. True cost is used and we price accordingly to maintain our target GP.
True cost is what is used, any difference +/- is an adjustment account
9. Very little.
No, huge opportunity currently discussing ways to incorporate into marketing
10. Display area in showroom. No cost, very few sales.
Display in showroom and email blasts with parts discounts (mainly accessories)
11. Yes, outside company provides sales support. \$500.00 monthly
Old outside sales man now works for private company called JLS marketing whom we pay \$500 to outside sales for us.
12. No, co-op funds not available
No, I'm being told no co-op for Nissan parts, except for specials mailers
13. No, haven't looked into that yet.
Dealership does with parts tab
14. Checked and updated monthly
Checked and done monthly, generally beginning of month after incentives come out
15. We look at employee expense as a percent of gross mouthy. Pay plans are competitive with other dealers and reviewed yearly.
To be honest we make sure we are competitive but rarely look to update
16. We are very active in Wholesale.
Besides wholesale (which is increasing) then yes
17. Display area and also presented in F&I

Everyone has access to accessories online with pricing, location of display is both by sales and parts window

18. Return % are reviewed.

We monitor return % quarterly, agree it should be done more

19. We have 2 runs per day to all delivery areas in town and hot shot if necessary. We are in a delivery co-op with a 130 +/- mile radius.

Deliver up to 130 miles once a day and run local twice a day, Mike Pennington is the big guy in the area. We are going out further than them now and cutting into his market share

20. Tax id's current. . Parts Manager identifies qualifying accounts.

Controller stays on top of all wholesale customers

21. Yes, monthly

22. The accounting office

Controller handles

23. No

Its not done consistently with GM however it is visible in a corporate system we use

24. Setup based off Nissan guidelines, non-returnable are pre-paid

Has not been reviewed for some time, based off Nissan guidelines

25. All special orders are not pre-paid. They are separated.

No, unless non-returnable...most are warranty

26. 45 days. No fee charged. Lost sale recorded, placed in inventory.

What is set is 45 days, we have no charge...talk about restocking fee on prepaid

27. Parts / technician / advisor

Tech then to advisor and then to parts counter

28. All electronic

All electronic tickets

29. All sop parts are kept in the parts department. Advisors notify customers and set appointments.

Parts manager determines when to pull or sell the part.

Kept in parts, has its own bin based off last name..Advisors notify... parts manager determines when....service manager goes behind parts with counter person

30. They have their own section in the parts department.

Yes, as stated above

31. All PO's are verified / approved by the parts manager.

Parts manager, anything above a few hundred goes to GM...no limits on counter people ordering all stock ordering is done by parts manager

32. All counter persons have authority to purchase. 2 signatures on all purchases.

Counter parts has authority on basic purchases, parts manager oversees orders then service manager oversees him

33. Gm sets internal pricing. All ran through parts

GM set and all parts are run through the dept

34. 1 % overage

Exceeds by 1%

35.-

Best month ever was last month

36. Our goal is to reconcile with 2 % +/-

- Due to the small amount, its generally open RO's not closed
37. Lifo is booked monthly
LIFO is used
38. Bin checks are assigned to all parts employees. Parts manager handles cores, returns, adjustments.
All parts counter employees can handle ordering, back parts counter and stocker can receipt in purchases, each parts employee responsible for certain bins, parts manager handles returns, cores and adjustments
39. Nissan assigns training based on position. Ongoing training from KPA / Compligo.
All parts employees go through Nissan's in-depth parts training which is updated regularly, we have a human resource system that notifies management when 30, 90, 6month and yearly reviews are
40. All records are stored on line.
Updated in Virtual Academy, which is Nissan's online system, working on online training tool for Hudson Automotive
41. Yes, have attended many training classes. None within the last year.
I'm being told yes, none by Hudson Nissan
42. We have computers at all work stations including shipping / receiving.
Besides for computer terminals in all locations, our parts dept is under one year old and has all the latest technology...we are actively working to increase wholesale with these changes
43. Very little adjustments. We utilize parts eye and our accepted orders are 99%
Small adjustments under 10%, set through Nissan's parts eye, Parts Manager make's adjustments...changes made due to conversations with service manager about upcoming appointment
44. Positive
Positive
45. 15%
10-20%
46. Management reports are ran daily and stored via email.
Ran daily, discussed with service manager
47. -
We have good reporting as a group and a corporate parts director to help inventory management
48. Every time we find an error with our perpetual counts.
Daily if necessary due to bin counts
49. No, we check by bin not movement.
No due to current process
50. Parts manager makes all adjustments.
All adjustments are done by Parts Manager, so can't be done by anyone else
51. Lost sale quiz scanned to Eric
Yes, received from everyone in parts
52. Yes, not enough. All counter persons
Yes, but we both agreed that some are being missed
53. Lost sales are reviewed by Parts Eye.
Parts manager relies on parts eye to view lost sales...Really not being done as much as it should

- 54.No, all aftermarket. OEM parts are receipted in and phased in by demand.
Not for aftermarket but yes to OEM, area for improvement
- 55.-
- 56.98.3 % utilization
Based off reporting 98%
- 57.Yes, all parts are sold from the inventory.
Yes, must be placed into inventory until sold...yes
- 58.Policies are verbal. Parts manager responsibility.
Verbal, discussion to get these in writing by Parts Manager
- 59.Parts Manager
Parts Manager, I think someone else can take responsibility for this
- 60.All parts are scanned into inventory. Packing slips are printed and matched to invoices. Claims are submitted by the parts manager.
Everything is scanned coming in by stocker, packing slips must match invoice otherwise parts manager gets involved. He submits any discrepancy
- 61.No, we count inventory quarterly, physical yearly.
Besides for daily bin counts, we count inventory every quarter and have a yearly physical inventory
- 62.Automatically loaded from Dealer Track.
Done through the DMS, set by accounting
- 63.All accounting adjustments are made yearly
Getting clarification, I know we do it more than yearly
64. + \$5,000.
\$5000, discrepancy during parts dept move to new building???
- 65.Yes, in the store and in the count.
Yes, discussion on moving them (turn into cash)
- 66.No, we don't use identifiers for obsolete parts.
They are not, need to move and identify (add to stock number)
- 67.Verified by the service manager.
Service Manager
- 68.Parts not involved in the closing of work in process. Office and Service handle WIP
Controller works with Service Manager for all WIP
- 69.Yes, DOC is reviewed daily.
Yes, reports sent out daily
- 70.68 day supply
68 days, No 56 days on the template, 12 days of added inventory
- 71.5
I'm working on getting an accurate stock order purchase amount...my number was incorrect
- 72.See fill rate report
It appears to be, currently working on FTFR
- 73.Manuals are stored on line.
Everything is online
- 74.Yes, locked each night. Parts counter personnel have keys.
Yes, most parts employees have keys
- 75.No cash drawer
No, only cashier located right next to parts dept

76. See #75

Cashier, parts not involved

77. No cameras in the parts department.

No, this has been a huge conversation amongst myself and GM

78. Consolidate the 3 parts counters.

It makes it difficult with an offsite recon center with a parts counter and small inventory, plus our main parts building is not attached to the dealership