



Rate %
100.00%
63.64%
84.62%
84.62%
71.43%
#DIV/0!
76.92%



REYNOLDS 2213				
Stocking Status	Inventory		% of Inventory	Guide
INVESTMENT	Value			
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 30%
Dealer Phase Out			#DIV/0!	Less than 1%
Manual Order			#DIV/0!	Less than 3%
Non Stock Part \$'s			#DIV/0!	Less than 5%
Non Stock Part #'s*			MEMO	Greater than 70% of PN's
Core Clean			#DIV/0!	PART #
Core Dirty			#DIV/0!	PART #
Replace by hold RBH			#DIV/0!	PART # NA # PIECES
				NA
Total Inventory	\$0		#DIV/0!	

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invento
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become
10-12 Months		#DIV/0!	included	85% Will likely become
13-24 Months		#DIV/0!	0%	Technically Obsolete
25+ months		#DIV/0!	0%	
TOTAL	\$0	#DIV/0!		

GOOD
WARNING
DANGER
GREAT
Seldom used
OK....BUT..
OUCH !!!!!!!!!!!
YIKES

nd active			
ry			
	OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$0	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
	PLUS THE 13-24 MONTH VALUE	\$0	
	PLUS THE 25+ VALUE EQUALS	\$0	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

CDK							
Stocking Status		Inventory		% of Inventory		Guide	
INVESTMENT		Value					
Normal or Active Stock		\$83,684		55.38%	over 70%		
Automatic Phase Out		\$10,825		7.16%	Less than 35%		
Dealer Phase Out				0.00%	Less than 1%		
Manual Order		\$28,722		19.01%	Less than 3%		
Non Stock Part \$'s		\$14,370		9.51%	Less than 5%		
Non Stock Part #'s*		3,169	MEMO		Greater than 70% of PN's		
No Phase Out		Not on ADP			NA		
Repape by Hold		Not on ADP			NA		
Clean Core		\$6,000		3.97%	p/n	pieces	
Dirty Core		\$7,500		4.96%			
Total Inventory		\$151,101		100.00%			

ADP							
Activity		Value \$	% of Invent	%	Notes & Guides		
0-3 Months		74,963		54%	ACTIVE INVENTORY at 75%		
4-6 Months		15,107		11%	ACTIVE INVENTORY at 23%		
7-12 Months		20,007		15%	75% will likely become Obso 2%		
Over 12 Months		9,076		7%	Technical Obsolescence 2% is g		
New parts no sales		18,447		13%	Minimal Amount		
Total Inventory		\$137,600		100%			

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		15005.25
uide	PLUS			9,076
	PLUS			18,447
	EQUALS		31%	42528.25

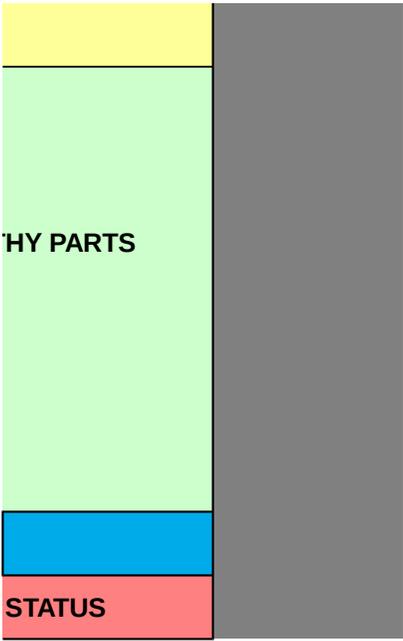
DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STOC			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!				LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!				
CORES ON HAND							LOW PIECE COUNTS
NEG-ON-HAND							LOW DBL NUMBERS
TOTAL OF INVENTORY							
PARTS ON OPEN R. O.'S							ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY							
NOT ON FACTORY MASTER							MINIMAL
PARTS WITH OUT COST							MINIMAL
INVENTORY AGING BY LAST SOLD							
			VALUE	%	ACUM %	INSTRUCTORS NOTE	
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OE	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS! OUT IS SET AT 0 IN 6	
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!		

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!
SIX MONTHS AGO			#DIV/0!	#DIV/0!
FIVE MONTHS AGO			#DIV/0!	#DIV/0!
FOUR MONTHS AGO			#DIV/0!	#DIV/0!
THREE MONTHS AGO			#DIV/0!	#DIV/0!
TWO MONTHS AGO			#DIV/0!	#DIV/0!
ONE MONTH AGO			#DIV/0!	#DIV/0!
CURRENT MONTH			#DIV/0!	#DIV/0!
TOTAL INVENTORY			#DIV/0!	
CORES WITH ON HAND				

THIS IS YOUR ACTIVE HEALT INVENTORY

CONFIRM DIRTY & CLEAN

CLASS	COLOR
	SCORING
	GOOD
	WARNING
	DANGER
	GREAT
	Seldom used
	OK....BUT..
	OUCH !!!
ES	
BSO	
BSO	
S IF YOUR PHASE	



UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part #'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

UCS

Investment		NADA			
Activity	Value	% of inven	Guide	Notes	
Current TO 3 Months		#DIV/0!	75%	this is your current a	
3 to 6 Months		#DIV/0!	included	healthy parts invento	
6-9 Months		#DIV/0!	23%	65% Will likely become	
9-12 Months		#DIV/0!	2%	85% Will likely become	
12 Months + Over		#DIV/0!	included	This is your Technical	
		#DIV/0!			
		#DIV/0!			
TOTAL	\$0	#DIV/0!			

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!!!!!

nd active		
ory		
e obso	\$0.00	
obso	\$0.00	
OBSO	\$0	
	\$0.00	#DIV/0!

Departmental Action Plan

Dealership **Subaru of Nanaimo**

Academy Week **post work for week 2 fixed ops**

Class & :

Current Situation

Parts Department currently holds 7% of their total inventory in parts over the it has been determined that the most heavily weighted segment of this obsolete Order Part. why are they not being picked up? How do we reduce the risk that parts?

Overall Objective:

1) reduce the current amount of parts in obsolete status to represent 3% (or less) reasons why special order parts are not being picked up and paid for. 3) reduce when ordering a part on someone's behalf as well as the space occupied by a process. 5) Manage and measure performance of this process.

Proposed Timeline

step 1. Define the reason why clients or departments within the dealership are requested by ordered. Due date Aug 15 2018. Step 2 create a new SOP process paid for, but that also they will be picked up, or installed by the shop as soon Track and measure level of obsolescence until it has been reduced below the

Action Plan

1) define the current level of obsolescence with Parts and Service Staff, and less than the total value of parts inventoried within the dealership. Define with segment of parts contributing to obsolescence is SOPs. 2) Create a new SOP measures to ensure that the Parts Department is not at risk of the parts not being component of this new process involves enforcing the prepayment of retail SOP pickup of those parts MUST take place before the client exits the dealership. 3

Requirements

1.

Meeting between GM, Fixed Ops Manager and Parts Manager to create new SOP

2. Meeting with Fixed Ops Manager, Parts Manager, Service Manager, Service Ac meeting will define the issue which is excess obsolescence, define the main c process to be used moving forward for SOPs. The new process will be descri question and answer period will be conducted to make sure there are no stak method in which progress will be measured is described before the session c conducted by managers which will include scripting to overcome clients obie

3. Accountability: Monitoring progress:
Who: GM Keith Ladouceur. Parts Manager Michele Rusch. Service Manager R
What will be measured. The percentage of obsolescence as it relates to overa
By When: Deadline to achieve <3% obsolescence October 31st.
Method of tracking progress will be via our DMS reports weekly. numbers will | accomplished? by following the new Special Order Parts process which requi appointment for install or collection of these parts prior to the client leaving th

4. DAILY monitoring that the revised process is being used properly. WEEKLY re happens every Monday morning and measures the week prior as well as mon define how the process has affected the number.

5. There is little to no expense invovled in the new process.

Projected Date of Completion: 90 day time period

Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

SALES:The risk involved for the business to invest in special order parts that may or may not be p of investing and storing parts in the hope of delayed gratification of payment is reduces. immediat the ability to install those parts on vehicles sooner rather than later. has the ability to increase part doing so increase the total sales for each department. **GROSS:** By devoting less space in the Parts for the opportunity to stock MORE rapidly moving parts. higher turn rates, and larger overall Gros: **EXPENSE:** no discernable expenses invovled in this business plan. **NET PROFIT:** The Net Profit bo the negative effected of write offs, or selling aging/obsolete parts will little to no proffit left remaini being met in a predictable way, customer satisfaction will be enhanced. The policy of prepaying pa conversation that sets expectation. By asking for payment at the time of sale, it sets up the conver stipulated in the process. if the part is due to arrive on August 30th, we can set the appointment fo informed, the client and advisor are in control of the result. The dealership is put in a position of s advance.This is what being a professional is all about. WIN WIN!

Student Name Keith Ladouceur

Student Number N337

age of 12 months. Upon further investigation,
ite inventory originates in the form of a Special
t the department takes when ordering these

ess) of the total intvenotr value. 2)define the
ce the risk that the Parts Department takes
ging parts. 4)creat a new SOP parts ordering

e not collecting and paying for parts they have
s which ensures that not only the parts will be
as possible. Due date Aug 31st 2018. Step 3)
e desired threshold. Due date ONGOING.

efine that the objective is to reduce it to 3% or
n parts/serice staff the reality that the heaviest
' process which impliments checks and
eing paid for or picked up. The most important
OP, and that an appointment for install, or
3)Manage the new process, and measure the

P process.

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**

advisors, Parts Advisors and CRM staff. This contributing factor (SOPs), and outline the need in the group setting in great detail. a shareholders confused. The timeline, and the concludes. One on one sessions to be activities, and bring value to the new process

Robin Harvey.
Full value of inventory.

to be compiled every monday. HOW will it be requires prepayment of retail parts, and requires an be dealership

Support measuring progress via the DMS. (this month to date. MONTHLY scorecard generated to

paid for, or picked up is reduced. It eliminates the process the return on investment is ensured. A side effect will be its dept volume AND service department volume, and in s Department with slow moving or stagnant parts allows s Proffit generated by the month, quarter, year etc. bottom line of the business will not be as vulnernable to ng in them. CSI. any time that the client's needs are urts, and prebooking appointments requires a sation surrounding when the part is due to arrive. This is r install for the 31st. The client is clear, the client is etting the experience up for sucess by planning in