

First Time Fill Rate

HERB CHAMBERS HONDA		First time fill rate		
DATE	RO'S	1st Time	Same Day	Day
8/3/2018	5	3	1	1
8/6/2018	7	5	2	0
8/13/2018	3	2	1	0
8/14/2018	17	11	5	1
8/20/2018	6	6	0	0
8/23/2018	12	9	5	4
Totals	50	36	14	6



Rate %
60.00%
71.43%
66.67%
64.71%
100.00%
75.00%
#DIV/0!
72.00%



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			
ory			
	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	###		41.05%	over 70%
Automatic Phase Out	###		29.64%	Less than 35%
Dealer Phase Out	\$7,290		3.40%	Less than 1%
Manual Order	\$2,422		1.13%	Less than 3%
Non Stock Part \$'s	###		24.78%	Less than 5%
Non Stock Part #'s*	9,216	MEMO		Greater than 70% of PN's
No Phase Out	Not on ADP			NA
Repape by Hold	Not on ADP			NA
Clean Core	\$4,772		2.22%	p/n pieces
Dirty Core			0.00%	92
Total Inventory	\$214,498		102.22%	

ADP

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	136,621		64%	ACTIVE INVENTORY at 75%
4-6 Months	19,748		9%	ACTIVE INVENTORY at 23%
7-12 Months	21,131		10%	75% will likely become Obso 2%
Over 12 Months	29,057		14%	Technical Obsolescence 2% is g
New parts no sales	7,940		4%	Minimal Amount
Total Inventory	\$214,497		100%	

COLOR SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK...BUT..

OUCH !!!

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ouch!!!

OBSO POSITION

is guide	.75 TIMES \$		15848.25
uide	PLUS		29,057
	PLUS		7,940
	EQUALS	25%	52845.25

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 OI
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!	THIS IS YOUR ACTIVE HEALT INVENTORY
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					CONFIRM DIRTY & CLEAN

CLASS	COLOR
	SCORING
	GOOD
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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 becom
9-12 Months		#DIV/0!	2%	85% Will likely becom
12 Months + Over		#DIV/0!	included	This is your Technical
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		

- GOOD
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OBSO \$0

\$0.00 #DIV/0!

Departmental Action Plan

Dealership **HERB CHAMBERS HONDA WESTBOROUGH**

Academy Week **WEEK 2**

Class & :

Current Situation

THE TECHNICIANS ARE WAITING AT THE BACK PARTS COUNTER FOR LONG IN LOST TIME AND OVERALL EMPLOYEE MORALE. THE XTIME/ASR IS NOT HURTING THE EFFIECIENCY OF THE SERVICE DEPARTMENT. EXPRESS SER THE DEALERSHIP. WE ARE TRYING TO GET THESE CLEINTS IN AND OUT OF

Overall Objective:

TO ELIMINATE PARTS WAITING TIME AT THE BACK COUNTER AND HAVE PAF TECHNICIANS TO INCREASE EMPLOYEE MORALE AND TECH EFFICIENCY. A PARTS COUNTER/MANAGER USE XTIME/ASR TO ITS FULL POTENTIAL. THIS DELIVERED IN A MORE TIMELY FASHION. DECREASE CUSTOMER WAIT TIME

Proposed Timeline

30 DAYS

WE WILL NEED TO HAVE A MANAGER MEETING WITH THE DEPARTMENT HE

Requirements

Meeting with Dealer:

NOT APPLICABLE/ I AM THE GENERAL MANAGER/OPERATOR

1. Action Proposed: I WILL CONDUCT WEEKLY AND MONTHLY MEETINGS WITH

Meeting with stakeholder(s) (dealership personnel):

CHRIS COOPER, JOHNATHAN WHITE, JEREMY FONTAINE

2. Describe what is in place to support desired goal: FULL COOPERATION WITH TRAINING , AND COACHING WILL BE CONDUCTED BY THE PARTS MANAGER INCLUDE BUT NOT LIMITED TO WRITE UP/TERMINATION/ NO PAIN ONLY GAIN
Training / Coaching / +Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

Who: ADAM TREMBLAY, CHRIS COOPER, JONATHAN WHITE, JEREMY FONA

What: ASR, TIME OUT OF STALLS, COMPLETION TIMES FOR ACCURACY, PROC

3. By When: 10/31/18

How: DAILY WALK THROUGH, WEEKLY MEETINGS

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: 10/1/18, 10/15/18, 10/31/18

5. NO COST ASSOCIATED ONLY GAIN

Projected Date of Completion:

10/31/2018

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name **ADAM C TREMBLAY**

Student Number **N337**

PERIODS OF TIME FOR PARTS RESULTING
BEING USED TO ITS FULL POTENTIAL
VICE IS A BIG AREA OF OPPORTUNITY FOR
THE DEALERSHIP IN UNDER 45MIN.

PARTS HAND DELIVERED OR PULLED FOR THE
LSO TO HAVE THE SERVICE WRITER(S) AND
WAY PARTS CAN BE PICKED AND
S AND IMPROVE CSE/CSI

ADS SERVICE AND PARTS. TO MAP OUT A PR

SERVICE MANAGER AND PARTS MANAGER

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

THE SERVICE AND PARTS DEPARTMENTS,
AND SERVICE MANAGER. CONSEQUENCES
N

MAINTAIN
PROCESS IN PLACE



