

Special Order Parts Process

- Written process with clear expectations, regarding store policy for pre-payment or scheduling, hard shelf life of SOP, and dept. communication.
- The service advisor is responsible for having all details from the customer on the right vehicle, matching with part.
- Shipping and receiving will notify the parts manager that the part is in stock. From there he/she will notify all employees in the parts, and service departments that the part is here so that the customer can be notified and scheduled accordingly (email chain with RO, customer name, and last 8 of VIN which was collected from service advisor).
- When SOP arrives and the customer comes to install, verify that the shop/dispatcher are aware and the SOP installation is expedited.
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- Designated area in clear view for all parts employees that only have SOP's. This way they can be tracked on a daily basis. If still in stock after 45 days and repair not scheduled an email will be sent out by parts manager stating that part will be returned. Service manager is responsible for looking through SOP report to hold staff accountable to ensure the parts are being utilized properly.

Pat Milliken 
The Experience You Deserve!
NON-STOCK PART ORDER PROCESS

