

## 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)? **More self-taught but also done Mercedes-Benz training**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Yes, we have a Vision statement in the parts department. "Take care of the store & the store will take care of you."**
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? **No, track it through OEM tool, NetStar. 86.9%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **We have a mix. 80% Inside 20% outside**
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? **Only management can change. Exception report**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **The service director and parts manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **No we are above. Our GM/Parts manager. Yes, they are current.**
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? **Yes, we are at retail.**
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? **Yes, we do a Monthly Reconciliation with Controller & receive weekly reports from Office 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)? [Not the Financial Statement but DOC is.](#)
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? [Check monthly. Strategy is high GP %.](#)
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 we have an online store. We have a dedicated online parts consultant.](#)
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? [OEM Training. Yes it is mandatory. Quarterly tested.](#)
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? [No, most accessories added at VPC. Dealer price is higher.](#)
16. What would help you sell more accessories? [Better marketing, lower prices, sales team offer accessories.](#)
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 at every point of sell.](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [I do not know.](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [Perpetual counting, physical counting, monthly reconciliation.](#)
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 we track lost sales. "Sell it, Order it, or lost sale it."](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Getting the customer back in for install.](#)

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? [Definitely the service department.](#)  
[Around 14,000.](#)
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.)? [2/6. Cross reference DMS and Netstar](#)
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. Could learn more.](#)
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? [TRAINING!!!](#)