

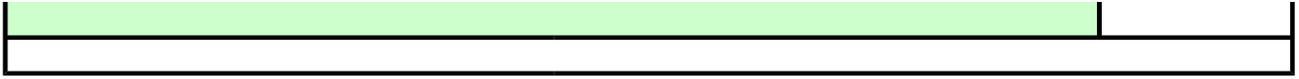
## First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
10/1/2018	3	3			100.00%
9/28/2018	4	4			100.00%
9/27/2018	11	9	2		81.82%
9/26/2018	12	6	5	1	50.00%
9/25/2018	14	13		1	92.86%
9/24/2018	3	3			100.00%
9/21/2018	1	1			100.00%
9/20/2018	1	1			100.00%
9/17/2018	1	1			100.00%
					#DIV/0!
<b>Totals</b>	<b>50</b>	<b>41</b>	<b>7</b>	<b>2</b>	<b>82.00%</b>

REYNOLDS 2213				GOOD
Stocking Status	Inventory Value	% of Inventory	Guide	WARNING
INVESTMENT				DANGER
Normal or Active Stock	\$653,672	75.88%	over 70%	GREAT
Automatic Phase Out	\$80,210	9.31%	Less than 30%	Seldom used
Dealer Phase Out	\$6,681	1%	Less than 1%	OK....BUT..
Manual Order	\$0	0%	Less than 3%	OUCH !!!!!!!!!!!
Non Stock Part \$'s	\$73,072	8%	Less than 5%	YIKES
Non Stock Part #'s*	14782		Greater than 70% of PN's	
Core Clean	\$18,354	2%	pn	pieces
Core Dirty	\$17,875	2%	pn	pieces
Replace by hold RBH	\$11,552	1%	pn	NA pieces
			NA	
Total Inventory	\$861,416	100%		

REYNOLDS

Activity	Value	% of inventory	NADA Guide	Notes
Current	\$487,644	59.09%	75%	this is your current and active
1-3 Months	\$184,385	22.34%	included	healthy parts inventory
4-6 Months	\$61,190	7.42%	23%	
7-9 Months	\$42,245	5.12%	2%	65% Will likely become obso
10-12 Months	\$21,614	2.62%	included	85% Will likely become obso
13-24 Months	\$20,476	2.48%	0%	Technically Obsolete
25+ months	\$7,633	0.92%	0%	
<b>TOTAL</b>	<b>\$825,187</b>	<b>100.00%</b>		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				PASS/ FAIL
OBSO POSITION (LINES 23-26 FROM ABOVE)				WARNING
NEG-ON-HAND (MINUS-ON-HAND)				WARNING
CLEAN CORE				GOOD
DIRTY CORE				GOOD
LOST SALES CALCULATOR VS. ACTUAL				WARNING
AVERAGE STOCK ORDER (NEEDED FOR F				GOOD
MONTHS SUPPLY (FS TEMPLATE)				GREAT
GROSS (TOTAL) TURNS (from your FSTemp				GOOD
TRUE (STOCK) TURNS (from your FS Temp				GOOD
FTFR (FIRST TIME FILL RATE) (from your p				GOOD



<b>OBSO POSITION MATH DONE BELOW</b>		
<b>.65 TIMES THE 7-9 MONTH VALUE</b>	<b>\$27,459</b>	
<b>.85 TIMES THE 10-12 MONTH VALUE</b>	<b>\$18,372</b>	
<b>PLUS THE 13-24 MONTH VALUE</b>	<b>\$20,476</b>	
<b>PLUS THE 25+ VALUEEQUALS</b>	<b>\$7,633</b>	
<b>OBSO AS A % OF TOTAL</b>	<b>\$ 73,940.02</b>	<b>8.96%</b>

## Departmental Action Plan

Dealership Myers Cadillac Chev Buick GMC

Student Name Dean Coates

Academy Week Fixed operations Parts week 2

Class & Student Number N33817M

### Current Situation

We currently have an issue with special ordered parts which are being ordered and being returned un-needed or unable to get the customer back into the store. Our return rate for special orders is very high as per the manufacturer do currently have CSO protection from GM on special orders, but the manufacturer is looking at this program to end and possibly start charging the dealers on these CSO returns. I feel that we need to have a proper process in place pro active to fix this issue before it starts costing us more money in fees as well as all the lost time.

### Overall Objective:

In the end my goal is to sell and install the parts that we order as special order parts and finish the repair for the customer. This will mean us either identifying staff that are struggling and creating this problem, we would need to train them properly for going forward, if we find that our current process is uncontrolled we will need to take steps to re-write the process inhouse. This may mean nothing will be ordered till a confirmation is set for the customer return versus the current non commitment process. This will eliminate much wasted time and resources from the department as well as the service advisors. We don't have charges for these returns yet but time is also money.

### Proposed Timeline

Oct 1 - Dec 31 2018 for completion of process in three phases. 1) review all parts being cancelled and returned, review and discuss with service management the finding and if there is a trend from some staff, 2) depending on final new process, a) if there is always the same people involved that are creating the issue either in techs, parts or service advisors we will work with and coach these particular people, if it's a mess across the board with issues from three of the two departments, the parts manager will put a new process for special orders that will be launched Jan 1st 2019

### Action Plan

First thing we will need to do is to figure out where our problem is coming from, does it lie within the parts or service

## Requirements

### Meeting with General Manager:

1. Action Proposed: action plan discussed discussed Oct 01 2018

### Meeting with (dealership personnel):

2. Describe what is in place to support desired goal:  
Training / Coaching / ±Consequences related to results / Pain & Gain  
manager will be working with the parts and service team to monitor and track contacts between customers and t  
advisors. daily lists will continue to be provided to the advisors on what they have on their list for special orders.

### Accountability: Monitoring progress:

Who: Dean Coates/Marc Lalonde

What: Review findings over the next 30-45 days of cso special order returned parts

3. By When: Nov 30

How: We will be tracking all parts that are pulled from the CSO special order shelf looking for trends, looking at tl  
involved in each, and the jobs that the parts were ordered for

### Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: Bi-Weekly collection of information during planned cso parts return process with shipper/reci  
Parts manager to compile the findings in excel. A copy will be provided to the asst parts manager, service manag  
asst service managers. Monthly: review with service manager, start planning on if the findings are leaning toward

5. Estimated cost for implementation: Time..

Projected Date of Completion: Jan 1st 2019

Sponsor Signature:

GM Bob Rintoul, signature on the required form

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

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /



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

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