

Index

Click on the Page

[Formulas](#)

[LOST SALE CALC](#)

[PERFORMA](#)

[FTFR](#)

[RR Scorecard](#)

[ADP Scorecard](#)

[ARKONA Scorecard](#)

[UCS Scorecard](#)

[PARTS DEPT ACTION PLAN](#)

Sales Distribution MTD -- March 2017

Category	Sales	% Of Total
Repair Order	\$ 31,937.00	15%
Repair Order B.S.	\$ -	0%
Counter Retail	\$ 1,857.00	1%
Warranty	\$ 55,907.00	26%
Internal	\$ 22,319.00	10%
Wholesale	\$ 101,634.00	48%
		0%
		0%
Total Department (MTD)	\$ 213,654.00	100%

Sales Distribution YTD

Category	Sales	% Of Total
Repair Order	\$ 103,013.00	0.00%
Repair Order B.S.	\$ -	0.00%
Counter Retail	\$ 10,414.00	2%
Warranty	\$ 157,062.00	25%
Internal	\$ 66,412.00	10%
Wholesale	\$ 297,508.00	47%
		0%
		0%
Total Department (YTD)	\$ 634,409.00	100%

Sales Distribution MTD

Category	Sales	% Of Total
Repair Order	\$ 30,201.00	18%
Repair Order B.S.	\$ -	0%
Counter Retail	\$ 3,049.00	2%
Warranty	\$ 66,085.00	39%
Internal	\$ 28,638.00	17%
Wholesale	\$ 40,907.00	24%
		0%
		0%
Total Department (MTD)	\$ 168,880.00	100%

Sales Distribution YTD

Category	Sales	% Of Total
Repair Order	\$ 133,214.00	17%
Repair Order B.S.	\$ -	0%
Counter Retail	\$ 13,463.00	2%
Warranty	\$ 223,146.00	28%
Internal	\$ 95,050.00	12%
Wholesale	\$ 338,414.00	42%
		0%
		0%
Total Department (YTD)	\$ 803,287.00	100%

Gross Profit Contribution MTD -- March 2017				
Category	Gross	% of Total	% of Sales	Profile %
Repair Order	\$ 11,325.00	19.69%	35.46%	41%
Repair Order B.S.	\$ -	0.00%	0.00%	30-35%
Counter Retail	\$ 523.00	0.91%	28.16%	41%
Warranty	\$ 23,113.00	40.19%	41.34%	28-40%
Internal	\$ 5,306.00	9.23%	23.77%	41%
Wholesale	\$ 17,246.00	29.99%	16.97%	25%
		0.00%	0.00%	
		0.00%	0.00%	
Total Department (MTD)	\$ 57,513.00	100.00%	26.92%	38%

Parts Employee Pr	
Category	Dollar Amount
Sales (Total)	\$ 213,654
Gross Profit	\$ 57,513
Expenses (Total)	\$ 21,514
Department Net Profit	\$ 35,999

Gross Profit Contribution YTD				
Category	Gross	% of Total	% of Sales	Profile%
Repair Order	\$ 34,981.00	21.71%	33.96%	41%
Repair Order B.S.	\$ -	0.00%	0.00%	30-35%
Counter Retail	\$ 2,770.00	1.72%	26.60%	41%
Warranty	\$ 64,828.00	40.23%	41.28%	28-40%
Internal	\$ 16,218.00	10.06%	24.42%	41%
Wholesale	\$ 42,361.00	26.29%	14.24%	25%
		0.00%	0.00%	
		0.00%	0.00%	
Total Department (YTD)	\$ 161,158.00	100.00%	25.40%	38%

Parts Employee Pr	
Category	Dollar Amount
Sales (Total)	\$ 634,409
Gross Profit	\$ 161,158
Expenses (Total)	\$ 61,604
Department Net Profit	\$ 99,554

Gross Profit Contribution MTD				
Category	Gross	% of Total	% of Sales	Profile %
Repair Order	\$ 10,062.00	19.40%	33.32%	41%
Repair Order B.S.	\$ -	0.00%	0.00%	30-35%
Counter Retail	\$ 892.00	1.72%	29.26%	41%
Warranty	\$ 26,520.00	51.14%	40.13%	28-40%
Internal	\$ 5,885.00	11.35%	20.55%	41%
Wholesale	\$ 8,500.00	16.39%	20.78%	25%
		0.00%	0.00%	
		0.00%	0.00%	
Total Department (MTD)	\$ 51,859.00	100.00%	30.71%	38%

Parts Employee Pr	
Category	Dollar Amount
Sales (Total)	\$ 190,574
Gross Profit	\$ 57,822
Expenses (Total)	\$ 22,910
Department Net Profit	\$ 34,912

Gross Profit Contribution YTD				
Category	Gross	% of Total	% of Sales	Profile%
Repair Order	\$ 45,042.00	21.14%	33.81%	41%
Repair Order B.S.	\$ -	0.00%	0.00%	30-35%
Counter Retail	\$ 3,662.00	1.72%	27.20%	41%
Warranty	\$ 91,348.00	42.88%	40.94%	28-40%
Internal	\$ 22,103.00	10.38%	23.25%	41%
Wholesale	\$ 50,860.00	23.88%	15.03%	25%
		0.00%	0.00%	
		0.00%	0.00%	
Total Department (YTD)	\$ 213,015.00	100.00%	26.52%	38%

Parts Employee Pr	
Category	Dollar Amount
Sales (Total)	\$ 851,753
Gross Profit	\$ 225,242
Expenses (Total)	\$ 84,516
Department Net Profit	\$ 140,726

Productivity MTD

÷ # Employees	=	Per Employee
3.00	=	\$ 71,218
3.00	=	\$ 19,171
3.00	=	\$ 7,171
3.00	=	\$ 12,000

Productivity YTD

÷ # Employees	=	Per Employee
3.00	=	\$ 211,470
3.00	=	\$ 53,719
3.00	=	\$ 20,535
3.00	=	\$ 33,185

Monthly Reconciliation Of Parts To General Ledger

Dollar value of parts on dealership management report	\$ 304,484
Minus	
Dollar value of packing lists for parts received, but not invoiced	\$ (146)
Dollar Value of bulk oil, gear lube, trans fluid in stock	\$ (2,307)
Plus	
Credits due for parts returned	\$ 4,000
Inventory Core Value - clean	\$ 8,765
Cores to be returned for credit - dirty	\$ 615
Work in Process - Repair Orders & Invoices	\$ 9,931
Dollar Value of NPN parts	\$ -
Dollar value of parts with no cost record	\$ -
Plus / Minus	
Inv Adjustments (Bin Counts, Mnthly Updates, Emer Purch +/-)	\$ (13,348)
Total Inventory	\$ 316,900
Inventory Per Financial Statement	\$ 335,370
Difference	\$ (18,470)

Difference as a % of t

-0.05828441

Productivity MTD

÷ # Employees	=	Per Employee
3.00	=	\$ 63,525
3.00	=	\$ 19,274
3.00	=	\$ 7,637
3.00	=	\$ 11,637

Productivity YTD

÷ # Employees	=	Per Employee
3.00	=	\$ 283,918
3.00	=	\$ 75,081
3.00	=	\$ 28,172
3.00	=	\$ 46,909

Monthly Reconciliation Of Parts To General Ledger

Dollar value of parts on dealership management report	\$ 298,038
Minus	
Dollar value of packing lists for parts received, but not invoiced	\$ 643
Dollar Value of bulk oil, gear lube, trans fluid in stock	\$ 1,870
Plus	
Credits due for parts returned	\$ 449
Inventory Core Value - clean	\$ 10,780
Cores to be returned for credit - dirty	\$ 2,075
Work in Process - Repair Orders & Invoices	\$ -
Dollar Value of NPN parts	\$ -
Dollar value of parts with no cost record	\$ -
Plus / Minus	
Inv Adjustments (Bin Counts, Mnthly Updates, Emer Purch +/-)	\$ (1,895)
Total Inventory	\$ 306,934
Inventory Per Financial Statement	\$ 268,538
Difference	\$ 38,396

Difference as a % of the Financial Statement

0.12509567

Monthly Cost Of Sales	
Year To Date Parts & Accessories Sales	\$ 634,409
Year To Date Parts & Accessories Gross	- \$ 161,158
Subtotal	= \$ 473,251
Number of Months in Year	÷ 3
Average Month Cost Of Sales	= \$ 157,750

Statement Inventory

DMS Inventory

the Financial Statement inventory

Monthly Cost Of Sales	
Year To Date Parts & Accessories Sales	\$ 803,287
Year To Date Parts & Accessories Gross	- \$ 213,015
Subtotal	= \$ 590,272
Number of Months in Year	÷ 4
Average Month Cost Of Sales	= \$ 147,568

Statement Inventory

DMS Inventory

ent inventory

Months' Supply Of Inventory	
Inventory	\$ 118,695
Divided by Average Month Cost-of-Sales	= \$ 157,750
Equals Months' Supply	= 0.75242313

Tot	
Reflects the dollar value of parts that had been able to fill all requests. Need to have an accurate lost sale	
\$ 473,251	+
Cost of Parts Sold (Sales - Gross) YTD	

Inventory	\$ 304,484
Divided by Average Month Cost-Of Sales	= \$ 157,750
Equals Months' Supply	= 1.93

Months' Supply Of Inventory	
Inventory	\$ 268,538
Divided by Average Month Cost-of-Sales	= \$ 147,568
Equals Months' Supply	= 1.81975767

Tot	
Reflects the dollar value of parts that had been able to fill all requests. Need to have a	
\$ 590,272	+
Cost of Parts Sold (Sales - Gross) YTD	

Inventory	\$ 298,038
Divided by Average Month Cost-Of Sales	= \$ 147,568
Equals Months' Supply	= 2.0197

al Sales Demand

he department would have been able to sell if it
To arrive at an accurate sales demand figure you
is amount.

$$\text{\$ } \text{---} = \text{\$ } 473,251$$

Cost of Lost Sales per DMS Summary Total Sales Demand

Level of service is an indica
meet the needs of the custo
100 customers request a pa
request? The following calc

Total Demand	
Emergency Purchases	-
Lost Sales	-
Total Demand	÷

al Sales Demand

the department would have been able to sell if it
To arrive at an accurate sales demand figure you
in accurate lost sales amount.

$$\text{\$ } 452 = \text{\$ } 590,724$$

Cost of Lost Sales per DMS Summary Total Sales Demand

meet the needs of the cus
100 customers request a cus
request? The following c
NADA guide is 82% to 9:

Total Demand	
Emergency Purchases	-
Lost Sales	-
Total Demand	÷

Level Of Service

tion of how well the parts inventory is able to
mers. Think of it as a batting average. If
rt, how many times are you able to fill the
ulation gives you that answer. Current

\$	473,251
\$	-
Subtotal =	\$ 473,251
\$	473,251
Level of Service =	100.00%

Gross Turn

Annualized Cost-Of Sales

\$ 634,409	-	\$ 161,158
YTD Sales		YTD Gross
\$ 473,251	÷	3
YTD COS		# of Months
\$ 1,893,004	÷	\$ 118,695
Annualized Cost-Of-Sale		Parts Inventory (Per

Level Of Service

tomers. Think of it as a batting average. If
part, how many times are you able to fill the
calculation gives you that answer. Current
2%. The hardest part of this calculation to

\$	590,724
\$	792
\$	452
Subtotal =	\$ 589,480
\$	590,724
Level of Service =	99.79%

Gross Turn

Annualized Cost-Of Sales

\$ 803,287	-	\$ 213,015
YTD Sales		YTD Gross
\$ 590,272	÷	4
YTD COS		# of Months
\$ 1,770,816	÷	\$ 298,038
Annualized Cost-Of-Sale		Parts Inventory (Per DMS Inv)

True Turn	
+ Inventory	Annualized Stock Purchases ÷ Inventory
= \$ 473,251	\$ 211,689 ÷ 3 = \$70,563
YTD COS	YTD Stock Purchases ÷ # of Months = Average Month Stock Purchases
= \$ 157,750	\$ 846,754 ÷ \$ 118,695 = 7.1
Average Month Cost-Of-Sales	Annualized Stock ÷ Parts Inventory = True Turns
= 15.9	
Gross Turns	

True Turn	
+ Inventory	Annualized Stock Purchases ÷ Inventory
= \$ 590,272	\$ 275,278 ÷ 4 = \$ 68,820
YTD COS	YTD Stock Purchases ÷ # of Months = Average Month Stock Purchases
= \$ 147,568	\$ 825,835 ÷ \$ 298,038 = 2.8
Average Month Cost-Of-Sales	Annualized Stock Purchases ÷ Inventory (Per DMS) = True Turns
= 5.9	
Gross Turns	

Lost Sale Calculator

inv.# from below	# of people	# of days	avg. part \$
4	3	27	\$37.41

Inventory Divider - see below	VS.Actual Lost S
\$279,566.69	\$2,094.00

Inventory - OBSO		Inventory \$ from
*0-250k	3	\$298,038.69
*251-500k	4	
*501-750k	5	Obsolescence in
*751-1 mil	6	\$18,472.00

possible lost sales
\$12,121.61
ales \$ on Mgt. Rpt.
n Mgt Report
\$

Proforma

	Repair Order Mechanical	Repair Order Body Shop	Counter Retail	Internal (new/used)
YTD Sales	\$71,076.00	\$0.00	\$8,557.00	\$44,093.00
YTD Gross Profit	\$23,656.00	\$0.00	\$2,247.00	\$10,912.00
YTD Cost of Sales	\$47,420.00	\$0.00	\$6,310.00	\$33,181.00
NEW Mark-Up Factor	1.67	1.33	1.69	1.69
Desired Gross %	40.00	25.00	41.00	41.00
NEW YTD Sales	\$79,033.33	\$0.00	\$10,694.92	\$56,238.98
OLD YTD Sales	\$71,076.00	\$0.00	\$8,557.00	\$44,093.00
Additional Gross Profit	\$7,957.33	\$0.00	\$2,137.92	\$12,145.98

PLEASE FILL IN ALL THE WHITE CELLS

Wholesale	Warranty	TOTAL
\$195,873.00	\$101,155.00	\$420,754.00
\$25,115.00	\$41,714.00	\$103,644.00
\$170,758.00	\$59,441.00	\$317,110.00
1.33	1.70	1.57
25.00	41.24	35.54
\$227,677.33	\$101,155.00	\$474,799.57
\$195,873.00	\$101,155.00	\$420,754.00
\$31,804.33	\$0.00	\$54,045.57

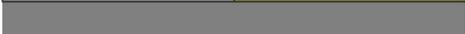
Guide is 25.00

First Time Fill Rate

DEALERSHIP NAME - Baierl Kia			
DATE	# OF RO'S	RO's Filled 1st Time (Right Away)	RO's Filled the Same Day
4/10/2017	10	8	1
4/11/2017	10	7	1
4/12/2017	7	3	3
4/13/2017	8	6	1
4/14/2017	12	10	1
4/15/2017	5	5	0
4/17/2017	9	6	1
4/18/2017	9	8	1
4/19/2017	9	9	0
4/20/2017	11	9	1
4/21/2017	8	8	0
4/22/2017	6	5	1
4/24/2017	12	10	0
4/25/2017	8	7	1
4/26/2017	8	7	1
Totals	132	108	13



RO's Not Filled Same Day	Actual 1st Time Fill Rate %
1	80.00%
1	70.00%
1	42.86%
1	75.00%
1	83.33%
0	100.00%
2	66.67%
0	88.89%
0	100.00%
1	81.82%
0	100.00%
0	83.33%
2	83.33%
0	87.50%
0	87.50%
10	81.82%



CDK Stocking Status INVESTMENT		Inventory Value	% of Inventory	Guide		
Normal or Active Stock		\$158,770	48.16%	over 70%		
Automatic Phase Out		\$74,206	22.51%	Less than 35%		
Dealer Phase Out		\$3,840	1.16%	Less than 1%		
Manual Order		\$5,820	1.77%	Less than 3%		
Non Stock Part \$'s		\$80,693	24.47%	Less than 5%		
Non Stock Part #'s*		5,520	62.79%	Greater than 70% of PN's		
Clean Core		\$6,375	1.93%	p/n	pieces	
Dirty Core			0.00%			
Total Inventory		\$329,703	100.00%			

CDK			
Activity	Value \$	%	Notes & Guides
0-3 Months	\$198,599.62	61%	ACTIVE INVENTORY at 75%
4-6 Months	\$31,805.97	10%	ACTIVE INVENTORY at 23%
7-12 Months	\$37,595.92	12%	75% will likely become Obso 2% is guide
Over 12 Months	\$31,758.49	10%	Technical Obsolescence 2% is guide
New parts no sales	\$23,568.00	7%	Minimal Amount
Total Inventory	\$323,328.00	100%	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat

OBSO POSITION (LINES 23-26 FROM ABOVE)

NEG-ON-HAND (MINUS-ON-HAND)

CLEAN CORE

DIRTY CORE (can you run the DMS Summary and find exactly what it says? If not print "FAIL")

LOST SALES CALCULATOR VS. ACTUAL (how close are you?)

COLOR SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK....BUT..

OUCH !!!!!

ouch!!!

OBSO POSITION

de .75 TIMES \$ 28,196.94

PLUS 31,758.49

PLUS 23,568.00

EQUALS 26% 83,523.43

PASS/ FAIL

FAIL

PASS

PASS

FAIL

FAIL

Departmental Action Plan

Dealership

BAIERL KIA

Academy Week

WEEK 2 - FIXED OPS 1 - PARTS

Class & :

Current Situation

Currently not running as efficient as we can be in the parts department in terms of tracking lost sales - not as efficient or profitable as I would like

Overall Objective:

Help continue to make the parts department more profitable while being efficient in order to cut expenses and do so which has helped.

Proposed Timeline

Once we get scanner and Lithia processed, marry those with my ideas and try

Action Plan

Describe necessary actions to reach desired result: In order to succeed with

Requirements

Meeting with Dealer: -- Yes, Shawn Kukic - Lithia Platform Sales & Service Di

1. Action Proposed: Get scanner and tools needed for efficiency in parts dept. Al

Meeting with stakeholder(s) (dealership personnel): Shawn Kukic

2. Describe what is in place to support desired goal: Training is forthcoming, pay - maybe alter if we aren't monitoring lost sales and penalize for emergency pu tracking these lost sales. Will get with our regional fixed ops person for further

Accountability: Monitoring progress:

Who: Shawn Ludwig and Shawn Kukic

What: Lost Sales / Scanner for parts efficiency and becoming more efficient/e

3. By When: By July 1, 2017

How: Periodic checks of the lost sales log and sales each month vs emergenc

Describe checkpoints that have been established to measure progress: Weekly

4. Date(s) for review: 5/12 -- 5/19 -- 5/26 -- 6/2 -- 6/9 -- 6/16 and beyond, if required

5. Estimated cost for implementation: \$4,000 - \$8,000 +/-

Projected Date of Completion:

6/16

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / -- All because FRFT is predicated on h sales - if not FRFT CSI will be affected. Not having parts will result in Lost Sales and will continue if it isn't told.

Student Name

SHAWN LUDWIG

Student Number

N323

is of having a simple stock in process or

ient as well -- wk 1 financial mgmt action plan

r to have buttoned up in 45-days or less

this we will need buy-in, the tools and understand

rector

so, track lost sales

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

Plans are currently designed to drive revenue
purchases that seem to be a result of not
discussion and thoughts

Ensure we have right parts mix
by purchases, etc..

ly
d

Having parts in stock, which is driven by monitoring lost
to lead to lost sales because the computer doesn't know

