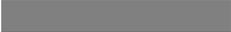


## First Time Fill Rate

DEALERSHIP NAME	Peninsula Subrst time fill rate			
DATE	RO'S	1st Time	Same Day	Day
9/6/2018	1	0	0	0
9/10/2018	2	1	1	1
9/12/2018	4	3	3	1
9/14/2018	7	5	5	2
9/18/2018	32	30	30	2
9/19/2018	9	9	9	0
9/20/2018	33	33	33	0
<b>Totals</b>	<b>88</b>	<b>81</b>	<b>81</b>	<b>6</b>



<b>Rate %</b>
<b>0.00%</b>
<b>50.00%</b>
<b>75.00%</b>
<b>71.43%</b>
<b>93.75%</b>
<b>100.00%</b>
<b>100.00%</b>
<b>#DIV/0!</b>
<b>92.05%</b>



CDK Stocking Status INVESTMENT				Inventory Value	% of Inventory	Guide	COLOR SCORING
Normal or Active Stock					#DIV/0!	over 70%	GOOD
Automatic Phase Out					#DIV/0!	Less than 30%	WARNING
Dealer Phase Out					#DIV/0!	Less than 1%	DANGER
Manual Order					#DIV/0!	Less than 3%	GREAT
Non Stock Part #'s					#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*					#DIV/0!	Greater than 70% of PN's	OK....BUT..
Clean Core				#DIV/0!	# PIECES	PART #	OUCH !!!!!
Dirty Core				#DIV/0!			
Total Inventory				\$0	#DIV/0!		ouch!!!

Activity	Value \$	%	Notes & Guides
0-3 Months		#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months		#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months		#DIV/0!	75% will likely become Obso 2% is guide
Over 12 Months		#DIV/0!	Technical Obsolescence 2% is guide
New parts no sales		#DIV/0!	Minimal Amount
Total Inventory	0	#DIV/0!	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	
NEG-ON-HAND (MINUS-ON-HAND)	
CLEAN CORE	
DIRTY CORE (RDCI) OR DONE MANUALLY	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (Obtain data from	
MONTHS SUPPLY (This calculation from yo	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Temp	
FTFR (FIRST TIME FILL RATE)	

OBSO POSITION			
.75 TIMES	\$		0
PLUS			0
PLUS			0
EQUALS		#DIV/0!	0

REYNOLDS 2213				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
INVESTMENT	Value			DANGER
Normal or Active Stock	\$8,218	94.73%	over 70%	GREAT
Automatic Phase Out	\$149	1.72%	Less than 30%	Seldom used
Dealer Phase Out	\$0	0%	Less than 1%	OK....BUT..
Manual Order	\$7	0%	Less than 3%	OUCH !!!!!!!!!!!
Non Stock Part \$'s	\$262	3%	Less than 5%	YIKES
Non Stock Part #'s*	0		Greater than 70% of PN's	
Core Clean	\$16	0%	pn pieces	
Core Dirty	\$12	0%	pn pieces	
Replace by hold RBH	\$11	0%	pn NA pieces	
			NA	
Total Inventory	\$8,675	100%		

REYNOLDS

Activity	Value	% of inventor	NADA Guide	Notes
Current	\$1,177	21.64%	75%	this is your current and active healthy parts inventory
1-3 Months	\$1,533	28.19%	included	
4-6 Months	\$1,066	19.60%	23%	
7-9 Months	\$940	17.28%	2%	65% Will likely become obso
10-12 Months	\$607	11.16%	included	85% Will likely become obso
13-24 Months	\$72	1.32%	0%	Technically Obsolete
25+ months	\$44	0.81%	0%	
TOTAL	\$5,439	100.00%		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				PASS/ FAIL
OBSO POSITION (LINES 23-26 FROM ABOVE)				FAIL
NEG-ON-HAND (MINUS-ON-HAND)				PASS
CLEAN CORE				PASS
DIRTY CORE				PASS
LOST SALES CALCULATOR VS. ACTUAL				
AVERAGE STOCK ORDER (NEEDED FOR FS				
MONTHS SUPPLY (FS TEMPLATE)				
GROSS (TOTAL) TURNS (from your FS Templ				
TRUE (STOCK) TURNS (from your FS Templ				
FTFR (FIRST TIME FILL RATE) (from your pa				


<b>OBSO POSITION MATH DONE BELOW</b>		
<b>.65 TIMES THE 7-9 MONTH VALUE</b>	<b>\$611</b>	
<b>.85 TIMES THE 10-12 MONTH VALUE</b>	<b>\$516</b>	
<b>PLUS THE 13-24 MONTH VALUE</b>	<b>\$72</b>	
<b>PLUS THE 25+ VALUE EQUALS</b>	<b>\$44</b>	
<b>OBSO AS A % OF TOTAL</b>	<b>\$ 1,242.95</b>	<b>22.85%</b>

AUTO MATE				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
INVESTMENT	Value			DANGER
Active parts		#DIV/0!	over 70%	GREAT
Auto Phase Out Parts		#DIV/0!	Less than 30%	Seldom u
Dealer Phase Out Parts		#DIV/0!	Less than 1%	OK....BUT
Manual Order Parts		#DIV/0!	Less than 3%	OUCH !!!!!
Non Stock Part \$'s		#DIV/0!	Less than 5%	YIKES
Non Stock Part #'s*			Greater than 70% of PN's	
Core Clean		#DIV/0!	pn	pieces
Core Dirty		#DIV/0!	pn	pieces
		#DIV/0!		
Total Inventory	\$0	#DIV/0!		

AUTO MATE

Activity	AUTO MATE Value	% of inver	NADA Guide	Notes
		#DIV/0!		this is your current and active healthy parts inventory
Current to 3 Months		#DIV/0!	75%	
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become obso
10-12 Months		#DIV/0!	included	85% Will likely become obso
over 12 Months		#DIV/0!	0%	Technically Obsolete
		#DIV/0!		
TOTAL	\$0	#DIV/0!		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				PASS/ FAI
OBSO POSITION (LINES 23-25 FROM ABOVE)				
CLEAN CORE				
DIRTY CORE				
LOST SALES CALCULATOR VS. ACTUAL				
AVERAGE STOCK ORDER (NEEDED FOR FS TEMPLATE TRUE TURN CALCULATION)				
MONTHS SUPPLY (FS TEMPLATE)				
GROSS (TOTAL) TURNS (from your FS Template)				
TRUE (STOCK) TURNS (from your FS Template)				
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)				

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Additional Data Available From Auto Mate		\$ Value	Grade
DP2	Total Idle Capital	0	
DP3	Negative On Hand	0	
DP4	Parts with no bin	0	
DP5	Parts with no cost	0	
DP6	Monthly Closing Inv Value	0	
DP7	Lost Sales	0	
Value of Stocking parts with MNS 6-11 Mo.		0	
Value of Stocking parts with MNS 12 Plus		0	
Value of Non-Stock Parts w MNS 3-5		0	
Value of Non-Stock Parts w MNS 6-8		0	
Value of Non-Stock Parts w MNS 9-11		0	
Value of Non-Stock Parts w MNS 12 Plus		0	
		0	

OB SO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VA	\$0	
.85 TIMES THE 10-12 MONTH	\$0	
PLUS THE 13-24 MONTH VALU	\$0	
PLUS THE 25+ VALU EQUALS	\$0	
OB SO AS A % OF TOTAL	\$ -	#DIV/0!

L

AUTO SOFT			
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*			Greater than 70% of PN's
No Phase Out			NA
Repace by Hold			NA
Clean Core		#DIV/0!	# PIECES    PART #
Dirty Core		#DIV/0!	
Total Inventory	\$0	#DIV/0!	

AUTO SOFT			
Activity from Source	Value \$	% of Inver	%
			Notes & Guides
0-3 Months			#DIV/0! ACTIVE INVENTORY at 75%
4-6 Months			#DIV/0! ACTIVE INVENTORY at 23%
7-12 Months			#DIV/0! 75% will likely become Obso 2% i
13-18 Months			#DIV/0! Technical Obsolescence 2% is gu
New parts no sales			#DIV/0! Minimal Amount
Total Inventory			#DIV/0!

<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>
OBSO POSITION (LINES 20-22 FROM ABOVE)
NEG-ON-HAND (MINUS-ON-HAND)
CLEAN CORE
DIRTY CORE (RDCI) OR DONE MANUALLY
LOST SALES CALCULATOR VS. ACTUAL
AVERAGE STOCK ORDER (Obtain data from your OE)
MONTHS SUPPLY (This calculation from your FS Template)
GROSS (TOTAL) TURNS (from your FS Template)
TRUE (STOCK) TURNS (from your FS Template)
FTFR (FIRST TIME FILL RATE)(this is a post class assignment)

**COLOR SCORING**

**GOOD**

**WARNING**

**DANGER**

**GREAT**

**Seldom used**

**OK....BUT..**

**OUCH !!!**

**OUCH !!!!!**

ouch!!!

**OBSO POSITION**

s guide .75 TIMES \$ 0

ide PLUS 0

PLUS 0

EQUALS #DIV/0! 0

Pass or Fail ?

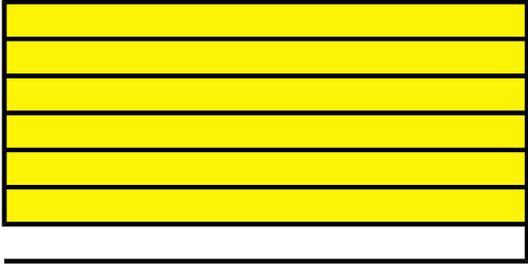


DEALER TRACK ARKONA		MONTH OF:				PROFILES
STATUS		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		#DIV/0!				See 9 D
ACTIVE PARTS: EXCESS STOCK		#DIV/0!				LESS THA
ACTIVE PARTS: UNDERSTOCKED		#DIV/0!				LESS THA
ACTIVE PARTS: TO PHASE OUT		#DIV/0!				LESS THA
TOTAL ACTIVE PARTS		#DIV/0!				70%
SUPERCEDED W/ON HAND		#DIV/0!				LOW DBL
INACTIVE W/ON HAND		#DIV/0!				LESS THA
INACTIVE PART NUMBER # AND %						
TOTAL INV. TO SELL		#DIV/0!				
CORES ON HAND						LOW PIEC
NEG-ON-HAND						LOW DBL
TOTAL OF INVENTORY						
PARTS ON OPEN R. O.'S						ONE DAYS
VALUE OF TOTAL INVENTORY						
NOT ON FACTORY MASTER						MINIMAL
PARTS WITH OUT COST						MINIMAL
<b>INVENTORY AGING BY LAST SOLD</b>						
		VALUE	%	ACUM %		INS
NEVER SOLD			#DIV/0!	#DIV/0!		
ONE YEAR AGO PLUS			#DIV/0!	#DIV/0!		THIS
ELEVEN MONTHS AGO			#DIV/0!	#DIV/0!		
TEN MONTHS AGO			#DIV/0!	#DIV/0!		THIS
NINE MONTHS AGO			#DIV/0!	#DIV/0!		
EIGHT MONTHS AGO			#DIV/0!	#DIV/0!		THESE PARTS WILL BE IN A "
SEVEN MONTHS AGO			#DIV/0!	#DIV/0!		
SIX MONTHS AGO			#DIV/0!	#DIV/0!		
FIVE MONTHS AGO			#DIV/0!	#DIV/0!		
FOUR MONTHS AGO			#DIV/0!	#DIV/0!		
THREE MONTHS AGO			#DIV/0!	#DIV/0!		THIS IS YOUR ACT
TWO MONTHS AGO			#DIV/0!	#DIV/0!		
ONE MONTH AGO			#DIV/0!	#DIV/0!		
CURRENT MONTH			#DIV/0!	#DIV/0!		
TOTAL INVENTORY			#DIV/0!			Guide is 1.5 Months Supp
CORES WITH ON HAND						CONFIRM DIRT

<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>
<b>OBSO POSITION (LINES 25 to 31 FROM ABOVE) (includes potential and technicle OBSO)</b>
<b>NEG-ON-HAND</b>
<b>CLEAN CORE (Provide the # of part #'s and # of pieces)</b>
<b>DIRTY CORE</b>
<b>LOST SALES CALCULATOR VS. ACTUAL</b>
<b>AVERAGE STOCK ORDER (this will help you calculate your true turnfound in the FS temp)</b>

<b>MONTHS SUPPLY (this calculation is found in the FS template)</b>	
<b>GROSS (TOTAL) TURNS (from your FS Template)</b>	
<b>TRUE (STOCK) TURNS (from your FS Template)</b>	
<b>FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)</b>	





Lightyear				COLOR
Stocking Status	Inventory	% of Inventory	Guide	SCORING
INVESTMENT	Value			
Normal or Active Stock		#DIV/0!	over 70%	GOOD
Automatic Phase Out		#DIV/0!	Less than 30%	WARNING
Dealer Phase Out		#DIV/0!	Less than 1%	DANGER
Manual Order		#DIV/0!	Less than 3%	GREAT
Non Stock Part \$'s		#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*			Greater than 70% of PN's	OK....BUT..
No Phase Out			NA	OUCH !!!
			NA	
Clean Core		#DIV/0!	# PIECES PART #	OUCH !!!!!
Dirty Core		#DIV/0!		
Total Inventory	\$0	#DIV/0!		ouch!!!

Lightyear				
Activity	Value \$	% of Inver	%	Notes & Guides
1-2 Months			#DIV/0!	ACTIVE INVENTORY at 75%
3-5 Months			#DIV/0!	ACTIVE INVENTORY at 23%
6-11 Months			#DIV/0!	75% will likely become Obso 2% is guide
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is guide
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory			#DIV/0!	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	
NEG-ON-HAND (MINUS-ON-HAND)	
CLEAN CORE	
DIRTY CORE (RDCI) OR DONE MANUALLY	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (Obtain data from your OE)	
MONTHS SUPPLY (This calculation from your FS Template)	
GROSS (TOTAL) TURNS (from your FS Template)	
TRUE (STOCK) TURNS (from your FS Template)	
FTFR (FIRST TIME FILL RATE) (This is a post class assignment)	

|

OBSO POSITION			
.75 TIMES \$			0
PLUS			0
PLUS			0
EQUALS		#DIV/0!	0

PBS SCORECARD				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
INVESTMENT	Value			DANGER
Stock Parts		#DIV/0!	over 70%	GREAT
Automatic Phase Out		#DIV/0!	Less than 30%	Seldom u
		#DIV/0!		OK....BUT
Manual Order		#DIV/0!	Less than 3%	OUCH !!!!!
Test Part \$'s		#DIV/0!	Less than 5%	YIKES
Test Part #'s*			Greater than 70% of PN's	
Core Parts		#DIV/0!	pn pieces	
Core Dirty		#DIV/0!	pn pieces	
Superseded Parts		#DIV/0!	pn NA pieces	
			NA	
Total Inventory	\$0	#DIV/0!		

REYNOLDS

NADA				
Activity	Value	% of inver	Guide	Notes
Current		#DIV/0!	75%	this is your current and active healthy parts inventory
1-3 Months		#DIV/0!	included	
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become obso
10-12 Months		#DIV/0!	included	85% Will likely become obso
13-24 Months		#DIV/0!	0%	Technically Obsolete
25+ months		#DIV/0!	0%	
TOTAL	\$0	#DIV/0!		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				PASS/ FAI
OBSCO POSITION (LINES 23-26 FROM ABOVE)				
NEG-ON-HAND (MINUS-ON-HAND)				
CLEAN CORE				
DIRTY CORE				
LOST SALES CALCULATOR VS. ACTUAL				
AVERAGE STOCK ORDER (NEEDED FOR FS TEMPLATE TRUE TURN CALCULATION)				
MONTHS SUPPLY (FS TEMPLATE)				
GROSS (TOTAL) TURNS (from your FS Template)				
TRUE (STOCK) TURNS (from your FS Template)				
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)				

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OB SO POSITION MATH DONE BELOW	
.65 TIMES THE 7-9 MONTH VA	\$0
.85 TIMES THE 10-12 MONTH	\$0
PLUS THE 13-24 MONTH VALU	\$0
PLUS THE 25+ VALU EQUALS	\$0
OB SO AS A % OF TOTAL	\$ - #DIV/0!

L

UCS SCORECARD				GOOD
Stocking Status	Inventory % of Inventory		Guide	WARNING
Observations	Value			DANGER
Active Stock (0-6 month activity)			over 70%	GREAT
Zero Guide (Auto Phase out)			Less than 30%	Seldom used
No bin Location Parts			Less than 1%	OK....BUT..
Manual Order Review			Less than 3%	OUCH !!!!!!!!!!!
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?	
			NA	
			NA	
Total Inventory	\$0			
EXTRA LINES				
EXTRA LINES				

**UCS**

Investment Activity	Value	% of inver	NADA Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current and active
3 to 6 Months		#DIV/0!	included	healthy parts inventory
6-9 Months		#DIV/0!	23%	65% Will likely become obso
9-12 Months		#DIV/0!	2%	85% Will likely become obso
12 Months + Over		#DIV/0!	included	This is your Technical OBSO
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				Pass or Fail ?
OBSO POSITION (LINES 23-26 FROM ABOVE)				
NEG-ON-HAND (MINUS-ON-HAND) (minus balance parts)				
CLEAN CORE				
DIRTY CORE				
LOST SALES CALCULATOR VS. ACTUAL				
AVERAGE STOCK ORDER				
MONTHS SUPPLY				
GROSS (TOTAL) TURNS (from your FS templa				
TRUE (STOCK) TURNS (from your FS Templat				
FTFR (FIRST TIME FILL RATE) (from your part				

\$0.00	
\$0.00	
\$0	
\$0.00	#DIV/0!

## Departmental Action Plan

Dealership

Academy Week

Class &

Current Situation

We need to minimize our obsolescent parts at the 7-9 month mark. Guide is 29 Scorecard, we failed our obso position and our biggest factor of this is our 7-9

Overall Objective:

Find out our current process for monitoring obsolescent parts. Figure out if it's more obsolete. Make adjustments to this process and add further steps to minimize. Implement our new process.

Proposed Timeline

I will find out our current processes by 09/3/18. I will then meet with our Parts manager to minimize our obsolescent parts by 09/10/18. The new process will be implemented by 09/10/18.

Action Plan

Describe necessary actions to reach desired result: I will first meet with our Parts manager to review our obsolescence process. How do we monitor obsolescence parts and what our current process is. We will implement a policy requiring all obsolescent parts be reviewed during the 4-6 month mark. We will be proactive and minimize our 7-9+ month obso parts. Finally, we will make sure all dealers are aware of the new policy.

Requirements

Meeting with Dealer:

1. Action Proposed: All obsolescent parts need to be reviewed during the 4-6 month mark before becoming 7-9+ obsolescent. Our parts department will run more clean and our

2. Meeting with stakeholder(s) (dealership personnel): I will meet with all Parts department Manager. Describe what is in place to support desired goal: New process training will be needed to minimize 7-9 month obsolescence. I learned that we never want to incentivize our Parts department to hold inventory. While there will not be specific consequences, this will be monitored and we are actively minimizing our 7-9 month obsolescence. Our year end audits are taken very seriously at year end.

3. Accountability: Monitoring progress: Parts Manager will monitor department inventory and Parts Manager.  
Who: All Parts employees, General Manager.  
What: Review obsolescent parts as they enter the 4-6 month lifetime.  
By When: This will be done prior to the last week of the month. Review/result each month.  
How: In our Manager meeting, our Parts Manager will sit with our Owner and General Manager.

4. Describe checkpoints that have been established to measure progress: Parts Manager and General Manager. Parts employees will receive a report listing the obsolescent parts. Monthly, our Parts Manager and General Manager will meet to discuss the number of parts approaching 7-9 month obsolescence, and how we can reduce this inventory.  
Date(s) for review: Last week of every month. This will be flexible due to holidays.  
Manager and General Manager.

5. Estimated cost for implementation: This goal does not require more cost than current inventory levels.

Projected Date of Completion:

October 1st, 2018

Sponsor Signature:

Steve Taylor

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / Improving our 7-9 month obsolescent department. By turning our inventory faster, these parts will be sold and will allow space for new inventory with 100% reimbursement, costs the dealer 70% of the carrying cost for hidden fees, stocking the inventory because idle capital will be sold. Our expenses may rise, due to the ability to order new parts to stock inventory. Our profit we earn from selling our 7-9 month parts. Our new profit will increase because we are selling inventory with 100% reimbursement, stocking fees and pre-billing used car orders. Our CSI/OLP will improve because our customers will feel more engaged with our campaigns and direct calls/emails from our Parts department, our customers will feel more engaged with customer communication will improve.

Student Name Melaina Miller

Student Number N338-33

% and currently we are at 17.28%. Per our DMS 9 month obsolescent parts.

re process changes as the part becomes older, minimize our obsolescent parts at 7-9 months.

Manger and came up with a new process to nted and in effect on 09/15/18.

Parts Manager to discuss our current process of minimizing this inventory is. Then their 4-6 month lifetime. By doing so, we can ure everyone in the Parts department is well

month lifetime in an effort minimize the parts r year end audits will reflect better results.

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

nt employees, our General Manager and Owner.  
l to ensure the department has a clear steps to  
rts Manager on improving or reducing  
onthly during our Manager meetings to ensure parts  
y seriously and this will ensure better results at

progress and relay results to our General

meeting will take place towards the end of

General Manager to discuss how many parts

Manager will pull obsolescent report weekly.  
ur Parts Manager and General Manager will  
umber of obsolescent parts sold and how we  
ays, payroll, etc. but will be determined by Part

ier it costs more time.

lor

: parts will result in an increase of sales for the parts  
nventory. I learned that 15 month+ obsolescence, even  
part and employees time. Our gross will increase  
ock our shelves but this should be outweighed by the  
j inventory, making room for new parts, reducing  
ill be followed up with more regularly. Through marketing  
ed with our Parts department and our department to