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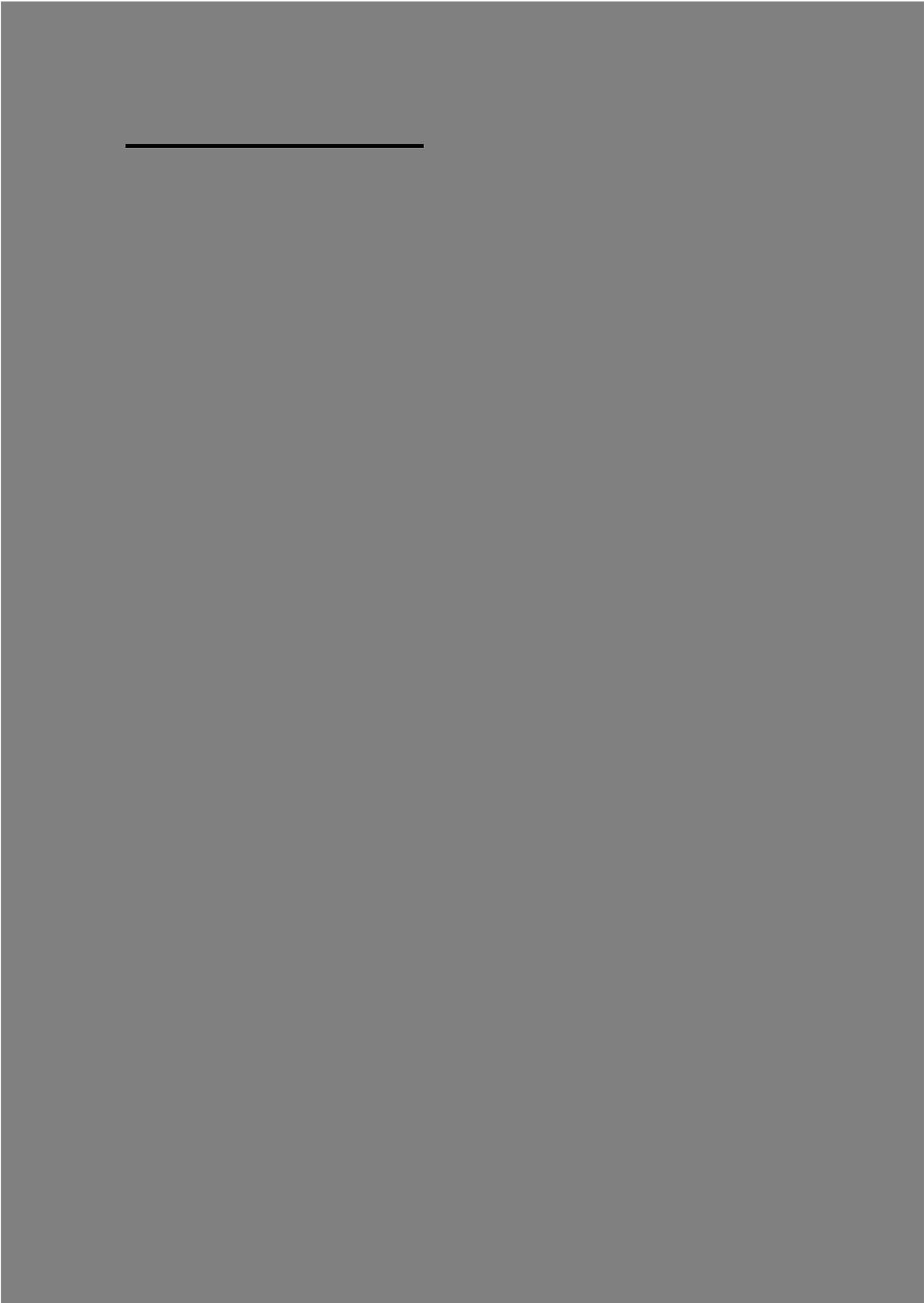
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Sales Distribution MTD		
Category	Sales	% Of Total
Repair Order	\$ 142,507.00	30%
Repair Order B.S.	\$ 71,826.00	15%
Counter Retail	\$ 17,338.00	4%
Warranty	\$ 87,982.00	18%
Internal	\$ 48,085.00	10%
Wholesale	\$ 98,849.00	21%
Esp	\$ 14,218.00	3%
		0%
Total Department (MTD)	\$ 480,805.00	100%

Sales Distribution YTD		
Category	Sales	% Of Total
Repair Order	\$ 377,647.00	0.00%
Repair Order B.S.	\$ 214,603.00	0.00%
Counter Retail	\$ 50,104.00	4%
Warranty	\$ 223,911.00	18%
Internal	\$ 97,142.00	8%
Wholesale	\$ 227,854.00	19%
Esp	\$ 34,429.00	3%
		0%
Total Department (YTD)	\$ 1,225,690.00	100%

Sales Distribution MTD		
------------------------	--	--

Category	Sales	% Of Total
Repair Order	\$ 124,170.00	32%
Repair Order B.S.	\$ 63,083.00	16%
Counter Retail	\$ 11,834.00	3%
Warranty	\$ 86,922.00	22%
Internal	\$ 27,394.00	7%
Wholesale	\$ 67,809.00	17%
Esp	\$ 6,851.00	2%
		0%
Total Department (MTD)	\$ 388,063.00	100%

Sales Distribution YTD		
Category	Sales	% Of Total
Repair Order	\$ 235,140.00	32%
Repair Order B.S.	\$ 142,777.00	19%
Counter Retail	\$ 32,766.00	4%
Warranty	\$ 135,928.00	18%
Internal	\$ 49,056.00	7%
Wholesale	\$ 129,005.00	17%
Esp	\$ 20,212.00	3%
		0%
Total Department (YTD)	\$ 744,884.00	100%

Gross Profit Contribution MTD

Category	Gross	% of Total	% of Sales	Profile %
Repair Order	\$ 46,591.00	36.69%	32.69%	41%
Repair Order B.S.	\$ 15,649.00	12.32%	21.79%	30-35%
Counter Retail	\$ 6,158.00	4.85%	35.52%	41%
Warranty	\$ 23,548.00	18.55%	26.76%	28-40%
Internal	\$ 10,269.00	8.09%	21.36%	41%
Wholesale	\$ 17,012.00	13.40%	17.21%	25%
Esp	\$ 3,086.00	2.43%	21.70%	
Discounts	\$ 4,658.00	3.67%	0.00%	
Total Department (MTD)	\$ 126,971.00	100.00%	26.41%	38%

Gross Profit Contribution YTD

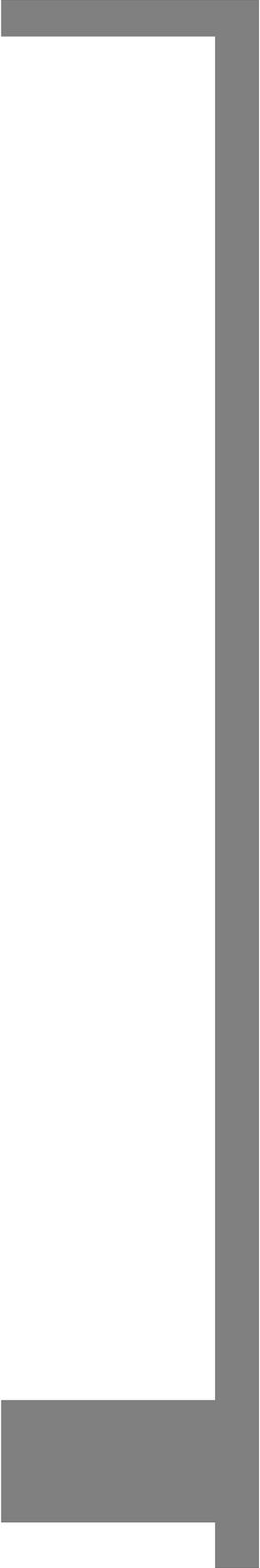
Category	Gross	% of Total	% of Sales	Profile%
Repair Order	\$ 124,745.00	37.52%	33.03%	41%
Repair Order B.S.	\$ 44,105.00	13.27%	20.55%	30-35%
Counter Retail	\$ 17,779.00	5.35%	35.48%	41%
Warranty	\$ 59,177.00	17.80%	26.43%	28-40%
Internal	\$ 24,048.00	7.23%	24.76%	41%
Wholesale	\$ 42,291.00	12.72%	18.56%	25%
Esp	\$ 6,865.00	2.06%	19.94%	
Discounts	\$ 13,445.00	4.04%	0.00%	
Total Department (YTD)	\$ 332,455.00	100.00%	27.12%	38%

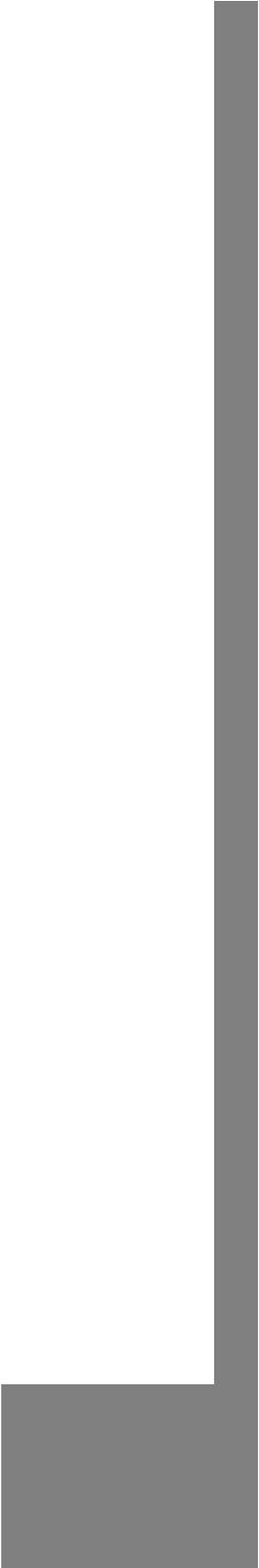
Gross Profit Contribution MTD

Category	Gross	% of Total	% of Sales	Profile %
Repair Order	\$ 41,715.00	38.18%	33.60%	41%
Repair Order B.S.	\$ 12,317.00	11.27%	19.53%	30-35%
Counter Retail	\$ 4,262.00	3.90%	36.01%	41%
Warranty	\$ 23,974.00	21.94%	27.58%	28-40%
Internal	\$ 7,423.00	6.79%	27.10%	41%
Wholesale	\$ 13,431.00	12.29%	19.81%	25%
Esp	\$ 1,167.00	1.07%	17.03%	
Discounts	\$ 4,961.00	4.54%	0.00%	
Total Department (MTD)	\$ 109,250.00	100.00%	28.15%	38%

Gross Profit Contribution YTD

Category	Gross	% of Total	% of Sales	Profile%
Repair Order	\$ 78,154.00	38.03%	33.24%	41%
Repair Order B.S.	\$ 28,456.00	13.85%	19.93%	30-35%
Counter Retail	\$ 11,622.00	5.66%	35.47%	41%
Warranty	\$ 35,628.00	17.34%	26.21%	28-40%
Internal	\$ 13,779.00	6.71%	28.09%	41%
Wholesale	\$ 25,278.00	12.30%	19.59%	25%
Esp	\$ 3,779.00	1.84%	18.70%	
Discounts	\$ 8,787.00	4.28%	0.00%	
Total Department (YTD)	\$ 205,483.00	100.00%	27.59%	38%





Parts En

Category	Dollar A
Sales (Total)	###
Gross Profit	###
Expenses (Total)	###
Department	###

Parts En

Category	Dollar A
Sales (Total)	###
Gross Profit	###
Expenses (Total)	###
Department	###

Parts En

Category	Dollar A
Sales (Total)	###
Gross Profit	###
Expenses (Total)	
Department	###

Parts En	
Category	Dollar A
Sales (Total)	###
Gross Profit	###
Expenses (Total)	
Department	###

Employee Productivity MTD

÷	# Employees	=	Per Employee
÷	4.00	=	\$ 120,201
÷	4.00	=	\$ 3,093
÷	4.00	=	\$ 14,681
÷	4.00	=	\$ (11,588)

Employee Productivity YTD

÷	# Employees	=	Per Employee
÷	4.00	=	\$ 306,423
÷	4.00	=	\$ 83,114
÷	4.00	=	\$ 33,669
÷	4.00	=	\$ 49,445

Monthly Reconciliation Of Parts To General

Dollar value of parts on dealership management report	
Dollar value of packing lists for parts received, but not invoiced	
Dollar Value of bulk oil, gear lube, trans fluid in stock	
Credits due for parts returned	
Inventory Core Value - clean	
Cores to be returned for credit - dirty	
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	
Total Inventory	
Inventory Per Financial Statement	
Difference	

Employee Productivity MTD

Monthly Reconciliation Of Parts To General

÷	# Employees	=	Per Employee
÷	4.00	=	\$ 97,016
÷	4.00	=	\$ 27,313
÷	4.00	=	\$ -
÷	4.00	=	\$ 11,080

Employee Productivity YTD

÷	# Employees	=	Per Employee
÷	4.00	=	\$ 186,221
÷	4.00	=	\$ 51,371
÷	4.00	=	\$ -
÷	4.00	=	\$ 21,682

Dollar value of parts on dealership management report
Dollar value of packing lists for parts received, but not invoiced
Dollar Value of bulk oil, gear lube, trans fluid in stock
Credits due for parts returned
Inventory Core Value - clean
Cores to be returned for credit - dirty
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 Purchases)
Total Inventory
Inventory Per Financial Statement
Difference

Ledger

\$ 233,395

Minus

ced \$ 7,197

Plus

\$ 3,947

\$ 7,995

\$ 24,782

\$ 3,947

\$ -

Minus

+/-

\$ 266,867

\$ 267,141

\$ (274)

Difference as a % of t

Ledger

	\$ 225,915
--	------------

Minus

ced	\$ 6,547
-----	----------

--	--

Plus

	\$ 4,398
--	----------

--	--

	\$ 13,600
--	-----------

	\$ 33,098
--	-----------

	\$ 846
--	--------

	\$ -
--	------

Minus

+/-	
-----	--

--	--

Inventory	\$ 271,311
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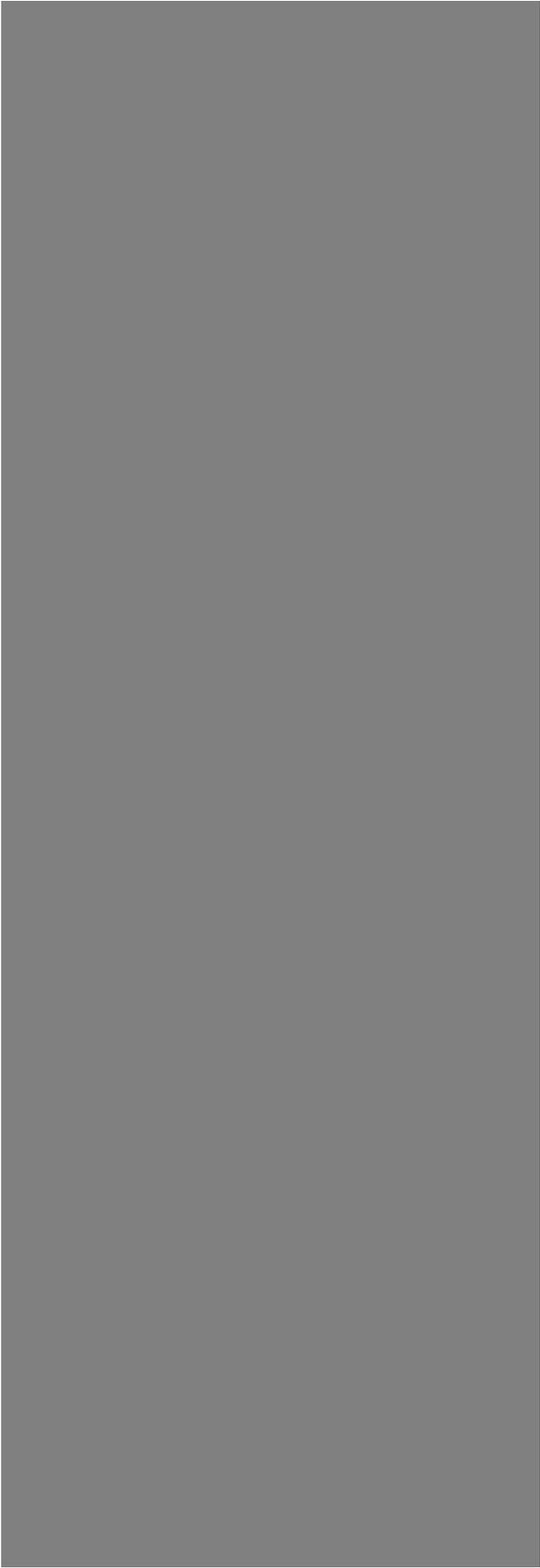
ment	\$ 270,709
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rence	\$ 602
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Difference as a % of t

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Monthly Cost Of Sales

Year To Date Parts & Accessories Sales	\$ 1,225,690
Year To Date Parts & Accessories Gro -	\$ 332,455
Subtotal =	\$ 893,235

Number of Months in Year	÷	12
Average Month Cost Of Sales	=	\$ 74,436

State

DMS

the Financial Statement inventory

Monthly Cost Of Sales

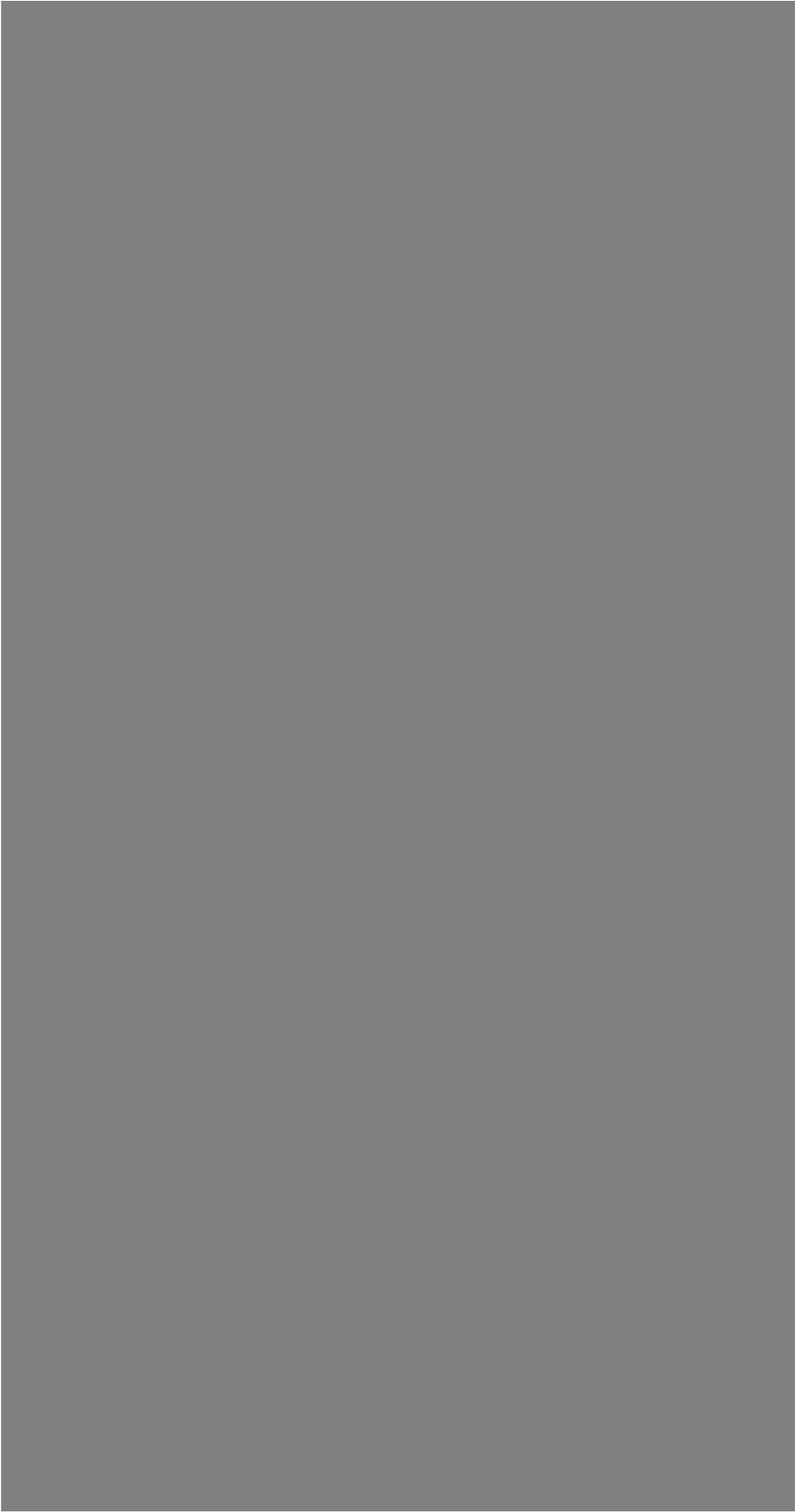
Year To Date Parts & Accessories Sales	\$ 744,884
Year To Date Parts & Accessories Gro -	\$ 205,483
Subtotal =	\$ 539,401

Number of Months in Year	÷	12
Average Month Cost Of Sales =		\$ 44,950

State

DMS

the Financial Statement inventory





Months' Supply Of Inventory

Inventory

Inventory	\$ 267,000
Divided by Average Month Cost-of-Sal ÷	\$ 74,436
Equals Months' Supply	= 3.586961998

Inventory

Inventory	\$ 266,867
Divided by Average Month Cost-Of Sale ÷	\$ 74,436
Equals Months' Supply	= 3.585175234

Months' Supply Of Inventory

Tot

Reflects the dollar value of parts that had been able to fill all requests. You need to have an accurate loss

\$ 893,235 +
Cost of Parts Sold (Sales - Gross) YTD - C

Tot

Inventory

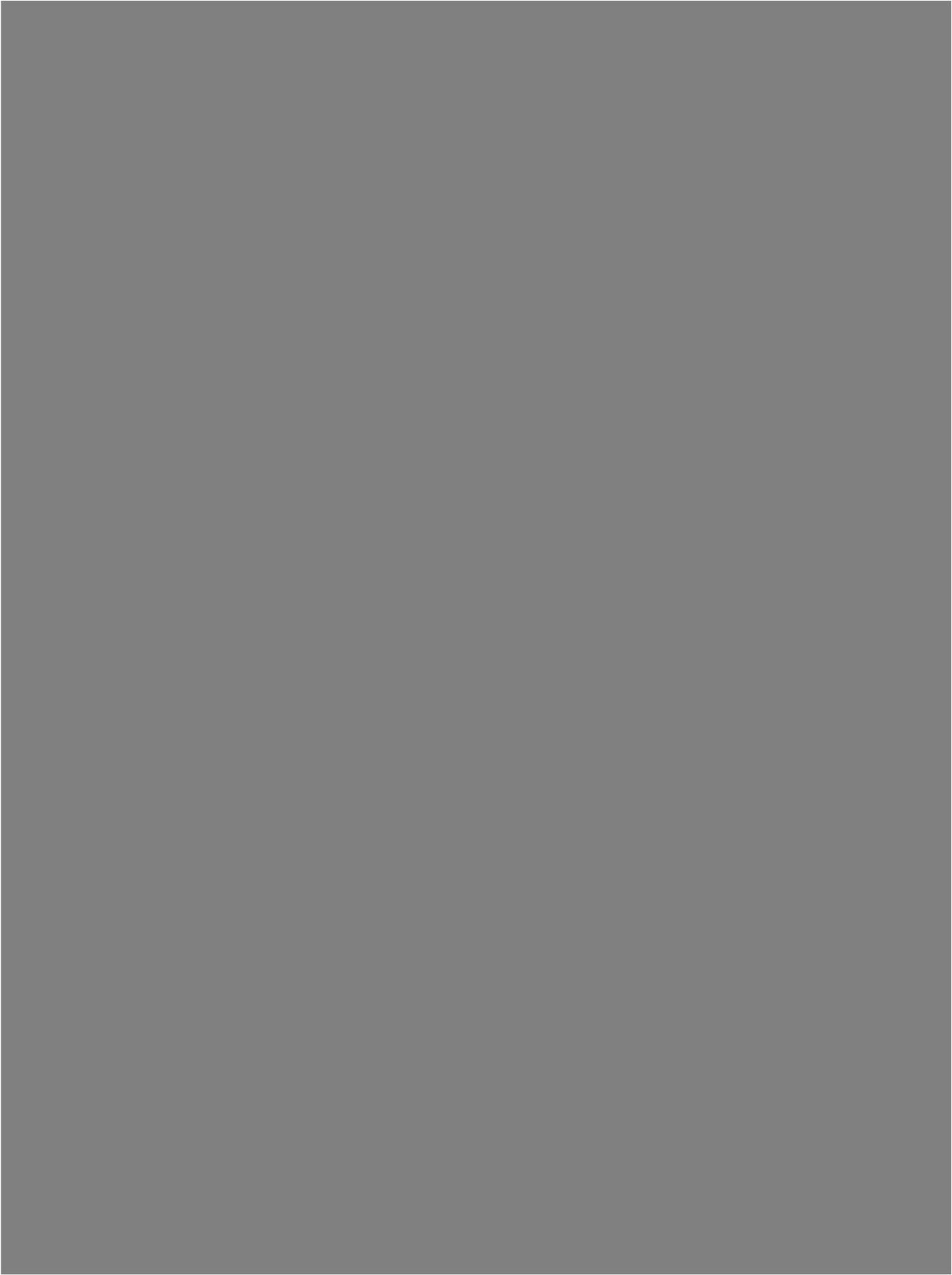
Inventory	\$ 270,709
Divided by Average Month Cost-of-Sal ÷	\$ 44,950
Equals Months' Supply	= 6.022435998

Inventory

Inventory	\$ 271,311
Divided by Average Month Cost-Of Sale ÷	\$ 44,950
Equals Months' Supply	= 6.035828632

Reflects the dollar value of parts that had been able to fill all requests. you need to have an accurate loss

\$ 539,401 +
Cost of Parts Sold (Sales - Gross) YTD C





al Sales Demand

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

\$	74,436	=	\$	967,671
Cost of Lost Sales per DMS Summary			Total Sales Demand	

L

Level of service is an ind
is able to meet the needs
batting average. If 100 c
times are you able to fill i
calculation gives you the

Total Demand	
Emergency Purchases	-
Lost Sales	-
Total Demand	÷

al Sales Demand

L

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

\$	44,950	=	\$	584,351
Cost of Lost Sales per DMS Summary			Total Sales Demand	

Level of service is an ind
is able to meet the needs
batting average. If 100 c
times are you able to fill i

Total Demand	
Emergency Purchases	-
Lost Sales	-

Total Demand ÷





Level Of Service

ication of how well the parts inventory
s of the customers. Think of it as a
customers request a part, how many
the request? The following
t answer. Current MADA guide is

\$	967,671	
\$	1,811	
\$	74,436	
Subtotal =	\$	891,424
\$	967,671	
Level of Service =		92.12%

Gross

Annualized Cost-Of S

\$ 1,225,690	-	###
YTD Sales		YTD Gross

\$ 893,235	÷	12
YTD COS		# of Months

\$ 893,235	÷	###
Annualized Cost-Of-Sale		Parts Inventory

Level Of Service

Gross

ication of how well the parts inventory
s of the customers. Think of it as a
:customers request a part, how many
the request? The following

\$	584,351
\$	5,690
\$	44,950
Subtotal =	\$ 533,711
\$	584,351
Level of Service =	91.33%

Annualized Cost-Of S

\$ 744,884	-	###
YTD Sales		YTD Gross

\$ 539,401	-	2
YTD COS		# of Months

\$ 3,236,406	÷	###
Annualized Cost-Of-Sale		Parts Inventory





Turn

Sales ÷ Inventory

$$= \frac{\$ 893,235}{\text{YTD COS}}$$

$$= \frac{\$ 74,436}{\text{Average Month Cost-Of-Sales}}$$

$$= 3.3$$

Gross Turns

True Turn

Annualized Stock Purchases ÷ Inventory

$$\frac{\$ 411,831}{\text{YTD Stock Purchases}} \div \frac{3}{\text{\# of Months}} = \frac{\$ 137,277}{\text{Average Month Stock Purchases}}$$

$$\frac{\$ 1,647,324}{\text{Annualized Stock}} \div \frac{\#\#\#}{\text{Parts Inventory}} = \frac{6.2}{\text{True Turns}}$$

Turn

True Turn

ales ÷ Inventory

$$= \frac{\$ 539,401}{\text{YTD COS}}$$

$$= \frac{\$ 269,701}{\text{Average Month Cost-Of-Sales}}$$

$$= \frac{11.9}{\text{Gross Turns}}$$

Annualized Stock Purchases ÷ Inventory

$$\frac{\text{YTD Stock Purchases}}{\# \text{ of Months}} = \text{Average Month Stock Purchases} = \$0.00$$

$$\frac{\$ -}{\text{Parts Inventory}} = \text{True Turns} = 0.0$$





Lost Sale Calculator

inv.# from below	# of people	# of days	avg. part \$
250	4	22	\$10,276.00

Inventory Divider - see below	VS.Actual Los
\$224,859.00	\$7,837.00

Inventory - OBSO	Inventory \$ fr
*0-250k 3	\$230,854.00

*251-500k 4	Obsolescence
*501-750k 5	
*751-1 mil 6	

possible lost sales
\$226,072,000.00
Net Sales \$ on Mgt. Rpt.
from Mgt Report
in \$

Proforma

	Repair Order Mechanical	Repair Order Body Shop	Counter Retail	Internal (new/used)
YTD Sales	\$377,647.00	\$214,603.00	\$50,104.00	\$97,142.00
YTD Gross Profit	\$124,745.00	\$44,105.00	\$17,779.00	\$24,048.00
YTD Cost of Sales	\$252,902.00	\$170,498.00	\$32,325.00	\$73,094.00
NEW Mark-Up Factor	1.52	1.28	1.54	1.32
Desired Gross %	34.00	22.00	35.00	24.00
	66.00	78.00	65.00	76.00
NEW YTD Sales	\$383,184.85	\$218,587.18	\$49,730.77	\$96,176.32
OLD YTD Sales	\$377,647.00	\$214,603.00	\$50,104.00	\$97,142.00
Additional Gross Profit	\$5,537.85	\$3,984.18	(\$373.23)	(\$965.68)

PLEASE FILL IN ALL THE WHITE CELLS

Wholesale	Warranty	TOTAL
\$227,854.00	\$258,340.00	\$1,225,690.00
\$42,291.00	\$66,042.00	\$319,010.00
\$185,563.00	\$192,298.00	\$906,680.00
1.22	1.37	1.37
18.00	27.00	26.67
82.00	73.00	73.33
\$226,296.34	\$263,421.92	\$1,237,397.37
\$227,854.00	\$258,340.00	\$1,225,690.00
(\$1,557.66)	\$5,081.92	\$11,707.37



RO's Not Filled Same Day	Actual 1st Time Fill Rate %
	#DIV/0!
0	#DIV/0!

REYNOLDS 2213				
Stocking Status	Inventory Value		% of Inventory	Guide
INVESTMENT				
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 35%
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
Core Clean			#DIV/0!	0%
Core Dirty			#DIV/0!	
Replace by hold			#DIV/0!	NA
				NA
Total Inventory	\$0		#DIV/0!	
EXTRA LINES SNS	0			
EXTRA LINES RBH	0			

REYNOLDS

NADA				
Activity	Value	% of inver	Guide	Notes
Current		#DIV/0!	75%	this is your current and 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 ob
10-12 Months		#DIV/0!	included	85% Will likely become ob
13-24 Months		#DIV/0!	0%	Technically Obsolete
25+ months		#DIV/0!	0%	
TOTAL	\$0	#DIV/0!		
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?)

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!!!!!

[Redacted]

active

OBSO POSITION MATH DONE BELOW			
Obso	.65 TIMES THE 7-9 MONTH VAL	\$0	
Obso	.85 TIMES THE 10-12 MONTH V	\$0	
	PLUS THE 13-24 MONTH VALU	\$0	
	PLUS THE 25+ VALUEEQUALS	\$0	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

PASS/ FAIL

"



CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
Normal or Active Stock		\$171,778	67.72%	over 70%
Automatic Phase Out		\$21,328	8.41%	Less than 35%
Dealer Phase Out		\$3,638	1.43%	Less than 1%
Manual Order		\$9,014	3.55%	Less than 3%
Non Stock Part \$'s		\$34,031	13.42%	Less than 5%
Non Stock Part #'s*		1,443		Greater than 70% of PN's
No Phase Out	Not on ADP			NA
Repace by Hold	Not on ADP			NA
Clean Core		\$13,860	5.46%	p/n pieces
Dirty Core			0.00%	
Total Inventory		\$253,649	100.00%	

CDK

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	165,264		69%	ACTIVE INVENTORY at 75%
4-6 Months	30,662		13%	ACTIVE INVENTORY at 23%
7-12 Months	24,535		10%	75% will likely become Obso 2%
Over 12 Months	2,960		1%	Technical Obsolescence 2% is c
New parts no sales	16,367		7%	Minimal Amount
Total Inventory	\$239,788		100%	

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

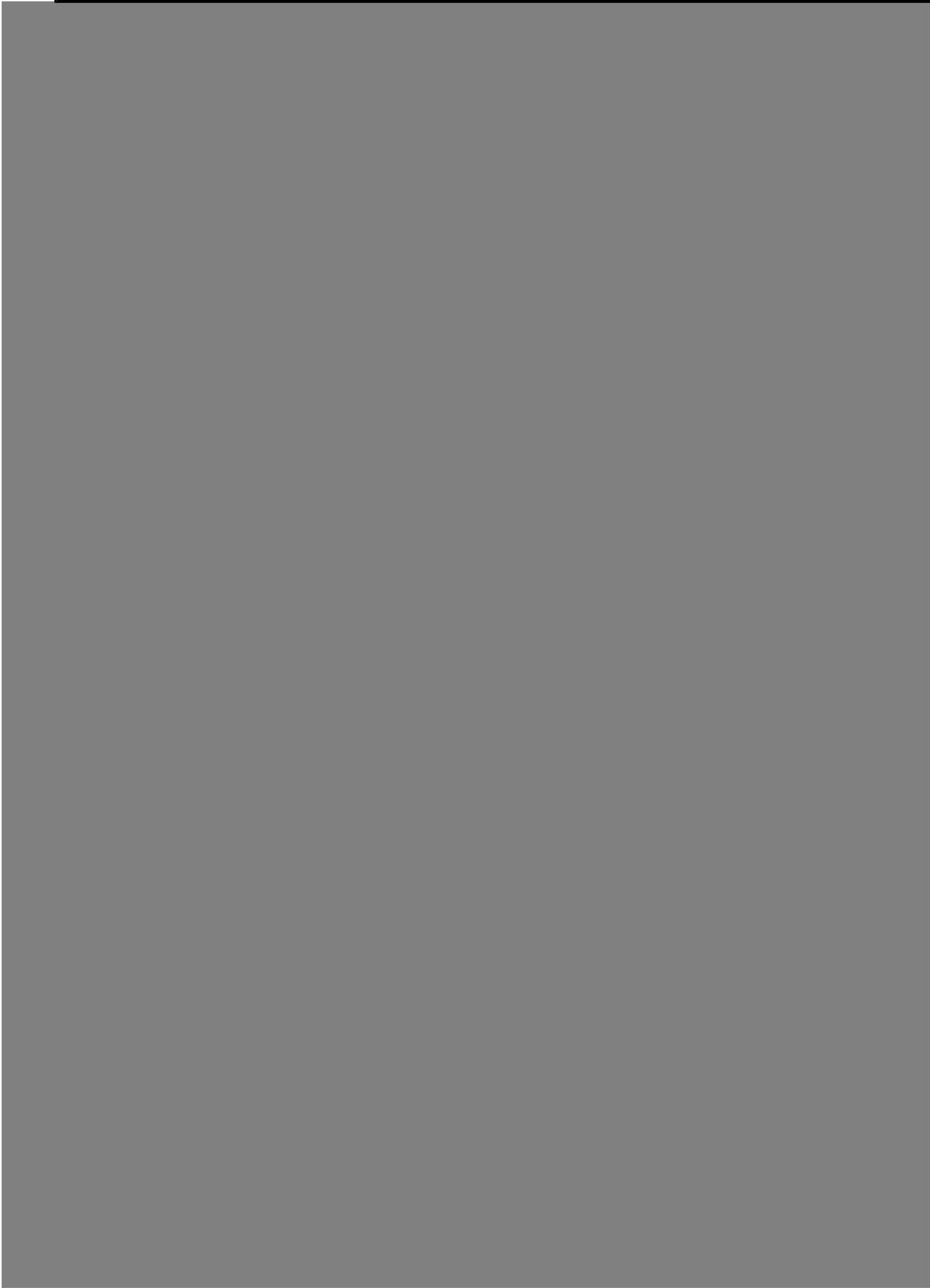
OBSO POSITION (LINES 23-26 FROM ABOVE)

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 !!!!!			
ouch!!!			
OBSO POSITION			
6 is guide	.75 TIMES \$		18401.33
guide	PLUS		2,960
	PLUS		16,367
	EQUALS	16%	37728.41
PASS/ FAIL			
FAIL			
PASS			
PASS			
PASS			



ARKONA STATUS			MONTH OF:			PROFILES BEST OF CL
			%	12	PIECES	VALUE
ACTIVE PARTS: STOCKED			#DIV/0!			70%
ACTIVE PARTS: EXCESS STO			#DIV/0!			LESS THAN 1 %
ACTIVE PARTS: UNDERSTOC			#DIV/0!			LESS THAN 1 %
ACTIVE PARTS:TO PHASE OL			#DIV/0!			LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!			
SUPERCEDED W/ON HAND			#DIV/0!			LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!			LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!			
CORES ON HAND						LOW PIECE COUNTS
NEG-ON-HAND						LOW DBL NUMBERS
TOTAL OF INVENTORY						
PARTS ON OPEN R. O.'S						ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY						
NOT ON FACTORY MASTER						MINIMAL
PARTS WITH OUT COST						MINIMAL
INVENTORY AGING BY LAST SOLD						

			VALUE	%	ACUM %	INSTRUCTORS NOTI
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL O
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!	
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL O
TEN MONTHS AGO				#DIV/0!	#DIV/0!	
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATU OUT IS SET AT 0 IN 6
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!	

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!	
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	
FOUR MONTHS AGO			#DIV/0!	#DIV/0!	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	
TWO MONTHS AGO			#DIV/0!	#DIV/0!	
ONE MONTH AGO			#DIV/0!	#DIV/0!	
CURRENT MONTH			#DIV/0!	#DIV/0!	
TOTAL INVENTORY			#DIV/0!		
CORES WITH ON HAND					CONFIRM DIRTY & CLEAN

- 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?)

THY PARTS	
STATUS	
PASS/ FAIL	

UCS SCORECARD 2014				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
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?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

UCS

Investment	NADA			
Activity	Value	% of inver	Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current
3 to 6 Months		#DIV/0!	included	healthy parts invent
6-9 Months		#DIV/0!	23%	65% Will likely becom
9-12 Months		#DIV/0!	2%	85% Will likely becom
12 Months + Over		#DIV/0!	included	This is your Technical
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				
OBISO 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?)



- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!!

Black box

and active
tory

ne obso	\$0.00
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e obso	\$0.00
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OBSO	\$0
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\$0.00	#DIV/0!
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- PASS/ FAIL
-
-
-



Departmental Action Plan

Dealership **FREMONT FORD**

Academy Week **2**

Class & #

Current Situation

BRINGING SALES NUMBER UP IN THE PARTS DEPARTMENT

Overall Objective:

MAKE SURE THE FRONT PARTS COUNTER GUY CAN BRING IN PEOPLE HE DEALERSHIP

Proposed Timeline

60 TO 90 DAYS OUT

Action Plan

I WILL PERSONALLY SEPND TIME AND OBSERVE MORE INTERACTION IN T

Requirements

Meeting with Dealer:

1. Action Proposed:

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain

JAY IN PARTS ON WEEKLY BASIS

3.

WEEKLY

4.

5. 0

Projected Date of Completion:

7/1/2017

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name

FARID SHAH KARIMI

Student Number

N323

SPEAKS TO OVER THE PHONE TO THE

THE PARTS DEPARTMENT

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

