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first time fill rate		
RO's Filled Same Day	RO's Not Filled Same Day	Did we track lost sale or emergency purchase the part
0	0	NO
0	15	YES
0	3	YES
		NO
2	1	NO
2	19	

DMS SCORECARD							
Stocking Status		Inventory		% of Inventory		Guide	
INVESTMENT		Value					
Normal or Active Stock		\$264,923		65.96%	over 70%		
Automatic Phase Out		\$33,061		8.23%	Less than 30		
Dealer Phase Out		\$700		0.17%	Less than 10		
Manual Order		\$30,269		7.54%	Less than 30		
Non Stock Part \$'s		\$72,726		18.11%	Less than 50		
Non Stock Part #'s*		8,869			Greater than 70%		
Clean Core		\$62,247		15.50%	p/n	pieces	
Dirty Core		\$25,290		6.30%			
Total Inventory		\$401,671		121.80%			

Activity	Value \$	% of Inventory	%	Notes & G
0-3 Months	233,284	23.44	58%	ACTIVE INVENTORY
4-6 Months	56,987	10.72	14%	ACTIVE INVENTORY
7-12 Months	72,168	19.72	18%	75% will likely become
Over 12 Months	17,290		4%	Technical Obsolescence
New parts no sales	22,029		5%	Minimal Amount
Total Inventory	\$401,758		100%	

	COLOR SCORING
--	----------------------

	GOOD
--	-------------

%	WARNING
---	----------------

%	DANGER
---	---------------

%	GREAT
---	--------------

%	Seldom used
---	--------------------

of PN's	OK....BUT..
---------	--------------------

	OUCH !!!!!
--	-------------------

--	--

	ouch!!!
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guides

at 75%

at 23%

OBSO POSITION			
----------------------	--	--	--

ne Obso 2% is guide	.75 TIMES \$		54126
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nce 2% is guide	PLUS		17,290
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	PLUS		22,029
--	------	--	--------

	EQUALS	23%	93445
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Departmental Action Plan

Dealership **PREMIER TRUCK GROUP OF ARDMORE**

Academy Week **WEEK 2**

Class & I

Current Situation

Lack of lost sales reporting. During the class room work I calculated lost sales was very low.

Overall Objective:

Increase recorded lost sales month over month.

Proposed Timeline

Measure monthly throughout calendar year 2017.

Action Plan

Describe necessary actions to reach desired result: Upon returning to the dealer

Requirements

Meeting with Dealer:

1. Action Proposed:

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: Communicated Goal Stated daily audits of lost sales recorded in the parts fast lane in CDK. Pain Point- tra phone and locating the part. Pan Point- Convincing the techs that their input accountable will also increase shop thru-out by helping with ETER.

Accountability: Monitoring progress:

Who: BM and PM

What: Discussed Daily from Parts Fastlane

3. By When: Montly

How: Documented on Communication Board

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: Review during monthly MOR meetings.

5. Estimated cost for implementation: Minimal

Projected Date of Completion:

12-31-17

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

increased lost sales tracking we should see an increase in Sales, Gross, Net Profit, and CSI. By using and monitor the demand we should be able to provide more first time fill items on repair orders. To quick repair jobs. As well as increase parts sales to the shop and at a higher gross profit than if we

Student Name

MIKIE ROBSON

Student Number

201-02

s per sales person per day and the number

lership I met with both parts and service person

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

ment. Informed staff where they can view the
ing staff to log the sale VS picking up the
and help holding parts counter personnel

With
ing the increased lost sales tracking to actively test parts
his will allow to turn our bays more times per day with
: were selling the part to a wholesale shop.





