

## First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
###	5	4	1	0
###	5	5	0	0
11/5/2018	5	3	2	0
11/9/2018	5	4	0	1
###	5	4	5	0
###	5	5	4	1
###	5	4	4	1
###	5	5	5	0
###	5	4	5	0
###	5	3	0	2
<b>Totals</b>	<b>50</b>	<b>41</b>	<b>26</b>	<b>5</b>



<b>Rate %</b>
<b>80.00%</b>
<b>100.00%</b>
<b>60.00%</b>
<b>80.00%</b>
<b>80.00%</b>
<b>100.00%</b>
<b>80.00%</b>
<b>100.00%</b>
<b>80.00%</b>
<b>60.00%</b>
<b>#DIV/0!</b>
<b>82.00%</b>



CDK				COLOR SCORING
Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
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..
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!	

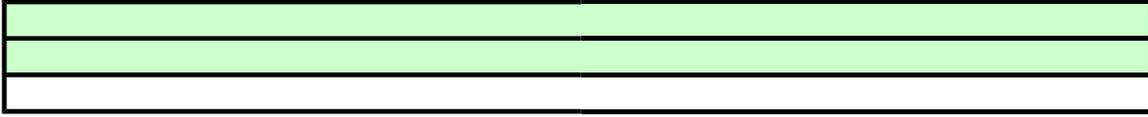
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	
NEG-ON-HAND (MINUS-ON-HAND)	
CLEAN CORE	
DIRTY CORE (RDCI) OR DONE MANUALLY	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (Obtain data from	
MONTHS SUPPLY (This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

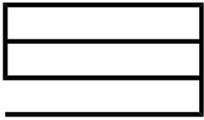
REYNOLDS 2213			
Stocking Status	Inventory Value	% of Inventory	Guide
INVESTMENT			
Normal or Active Stock		#DIV/0!	over 70%
Automatic Phase Out		#DIV/0!	Less than 30%
Dealer Phase Out		#DIV/0!	Less than 1%
Manual Order		#DIV/0!	Less than 3%
Non Stock Part \$'s		#DIV/0!	Less than 5%
Non Stock Part #'s*			Greater than 70% of PN's
Core Clean		#DIV/0!	pn pieces
Core Dirty		#DIV/0!	pn pieces
Replace by hold RBH		#DIV/0!	pn NA pieces
			NA
Total Inventory	\$0	#DIV/0!	

REYNOLDS

Activity	Value	% of inventory	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts inventc
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become
10-12 Months		#DIV/0!	included	85% Will likely become
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>				
OBISO 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				
MONTHS SUPPLY (FS TEMPLATE)				
GROSS (TOTAL) TURNS (from your FS Templa				
TRUE (STOCK) TURNS (from your FS Templa				
FTFR (FIRST TIME FILL RATE) (from your par				







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 us
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 inven	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
OBISO 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 M		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	

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

AUTO SOFT			
Stocking Status	Inventory Value	% of Inventory	Guide
INVESTMENT			
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 Inven	%	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
13-18 Months			#DIV/0!	Technical Obsolescence 2% is gui
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!!!

Pass or Fail ?

**OBSO POSITION**

s guide .75 TIMES \$ 0

de PLUS 0

PLUS 0

EQUALS #DIV/0! 0

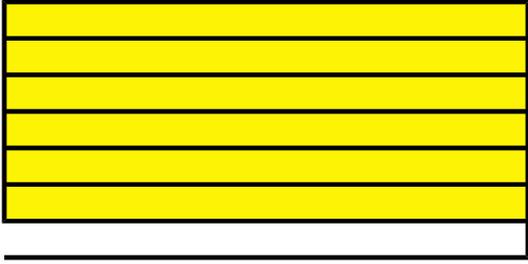


DEALER TRACK ARKONA		MONTH OF:				PROFILES
STATUS		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		#DIV/0!				See 9 D
ACTIVE PARTS: EXCESS STOCK		#DIV/0!				LESS THA
ACTIVE PARTS: UNDERSTOCKED		#DIV/0!				LESS THA
ACTIVE PARTS: TO PHASE OUT		#DIV/0!				LESS THA
TOTAL ACTIVE PARTS		#DIV/0!				70%
SUPERCEDED 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>						
		<b>VALUE</b>	<b>%</b>	<b>ACUM %</b>	<b>INS</b>	
NEVER SOLD			#DIV/0!	#DIV/0!	THIS	
ONE YEAR AGO PLUS			#DIV/0!	#DIV/0!	THIS	
ELEVEN MONTHS AGO			#DIV/0!	#DIV/0!	THIS	
TEN MONTHS AGO			#DIV/0!	#DIV/0!	THIS	
NINE MONTHS AGO			#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "	
EIGHT MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
SEVEN MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
FOUR MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
TWO MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
ONE MONTH AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
CURRENT MONTH			#DIV/0!	#DIV/0!	THIS IS YOUR ACT	
TOTAL INVENTORY			#DIV/0!		Guide is 1.5 Months Suppl	
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>

<b>GUIDES</b>	<b>COLOR</b>
	<b>SCORING</b>
	<b>GOOD</b>
	<b>WARNING</b>
	<b>DANGER</b>
	<b>GREAT</b>
N 1 %	<b>DANGER</b>
N 1 %	<b>GREAT</b>
N 30%	<b>Seldom used</b>
	<b>OK....BUT..</b>
<b>NUMBERS</b>	<b>OUCH !!!</b>
N 30% these are Auto Phase Out Parts	
<b>E COUNTS</b>	
<b>NUMBERS</b>	
<b>AVG SALES</b>	
<b>STRUCTORS NOTES</b>	
<b>IS TECHNICAL OBSO</b>	
<b>IS POTENTIAL OBSO</b>	
AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6	
<b>FIVE HEALTHY PARTS INVENTORY</b>	
<b>Y &amp; CLEAN STATUS (see below)</b>	
Pass or Fail ?	
	#DIV/0!



Lightyear Stocking Status INVESTMENT		Inventory Value	% of Inventory		Guide	
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	
					NA	
Clean Core			#DIV/0!	# PIECES	PART #	
Dirty Core			#DIV/0!			
Total Inventory		\$0	#DIV/0!			
Lightyear						
Activity	Value \$	% of Inven	%	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%		
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is		
New parts no sales			#DIV/0!	Minimal Amount		
Total Inventory			#DIV/0!			
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat						
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!!!

% is guide

**OBSO POSITION**

guide

.75 TIMES \$ 0

PLUS 0

PLUS 0

EQUALS #DIV/0! 0

Pass or Fail ?

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 us
		#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

Activity	Value	% of inven	NADA 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!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				PASS/ FAI
OBSO 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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OBSO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VAL	\$0	
.85 TIMES THE 10-12 MONTH V	\$0	
PLUS THE 13-24 MONTH VALU	\$0	
PLUS THE 25+ VALU EQUALS	\$0	
OBSO AS A % OF TOTAL	\$ -	#DIV/0!

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 inven	NADA Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current and active healthy parts inventory
3 to 6 Months		#DIV/0!	included	
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 templat				
TRUE (STOCK) TURNS (from your FS Template				
FTFR (FIRST TIME FILL RATE) (from your part				

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

## Departmental Action Plan

Dealership **Lone Star Toyota of Lewisville**

Student Name **Ellis Johnson**

Academy Week **Week 02 - Fixed Operations 1 Parts**

Class & Student Number **341-07**

### Current Situation

Our Parts Director resigned the week after I returned from this class. We spend several weeks simply recruiting and looking for quality candidates. We have some candidates to interview. Secondary to hiring a Parts Director we need to work on reducing our days supply from what has typically been around the 50-55 day mark. Current days supply is 67days! We also have entirely too many SOPs purchases and items sitting because the process wasn't followed and the accountability didn't exist.

### Overall Objective:

We intend to have a Parts Director hired and ready to go by December 1st. Our objective is to assign an objective to the new parts manager to reduce overall days supply to 30 days over a 60-90 period. We were left holding a significant amount of body parts worth \$117k after losing a body shop relationship. We have to liquidate those body parts with careful execution on Toyota's returns and SELLING to local dealers and shops.

### Proposed Timeline

New Parts Director on board by December 1st. Parts day supply reduction from 60+ days to 30 days or less by end of February 2019 (will incentivize parts manager to reduce faster with bonus opportunities).

### Action Plan

Describe necessary actions to reach desired result: 1. Job postings and recruiting efforts via job sites and linkedin. 2. must have a candidate ready start by December 1st (started early November). 3. Once on board and we can evaluate the current sourcing as may need to fine tune phase in/out on certain sources. 4. Return as much as we can of the excessive body parts. Seek to sell on ebay, other dealers & local shops. We will have to create supplemental action plans in all fairness to the new manager once in place, evaluate the inventory, staff, processes, pay plans and the like.

## Requirements

Meeting with Dealer: Met with the Dealer / GM on 11/19 to review plan of action and gain approvals.

1. Action Proposed: Listed above in action plan.

Meeting with stakeholder(s) (dealership personnel):

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

Accountability: Monitoring progress:

Who: Parts Manager

What: Action plan

3. By When: end of February 2019  
How: improved inventory sourcing, sell down of body parts, and ongoing effective inventory management/controls

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: We will review weekly at first as soon as manager in hired and on-boarded (goal is Dec. 1st)

5. Estimated cost for implementation:

Projected Date of  
Completion:

February 28, 2019

Sponsor Signature: \_\_\_\_\_

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /