First Time Fill Rate

DEALERSHIP NAME		NADA Motors	rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day
11/1/2018	14	12	1	1
11/2/2018	16	15	1	0
11/5/2018	13	10	1	1
11/6/2018	16	16	0	0
11/7/2018	18	17	0	1
11/8/2018	13	11	0	2
11/9/2018	15	15	0	0
###	17	16	0	1
###	10	10	0	0
###	14	13	1	0
###	16	15	0	1
###	18	16	1	1
###	17	15	1	1
###	10	8	0	2
###	6	6	0	0
Totals	213	195	6	11

195

Rate %
85.71%
93.75%
76.92%
100.00%
94.44%
84.62%
100.00%
94.12%
100.00%
92.86%
93.75%
88.89%
88.24%
80.00%
100.00%
91.55%

CDK 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		
Clean Core		#DIV/0!	# PIECES	PART #	
Dirty Core		#DIV/0!			
Total Inventory	$0	#DIV/0!			

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 g
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

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 Templa

FTFR (FIRST TIME FILL RATE)

COLOR SCORING
GOOD
WARNING
DANGER
GREAT
Seldom used
OK….BUT..
OUCH !!!!!!
ouch!!!

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

Pass or Fail ?

REYNOLDS 2213 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		
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 invento
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!		

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	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (NEEDED FOR FS	
MONTHS SUPPLY (FS TEMPLATE)	
GROSS (TOTAL) TURNS (from your FSTempla	
TRUE (STOCK) TURNS (from your FS Templa	
FTFR (FIRST TIME FILL RATE) (from your par	

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

and active

ory

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

PASS/ FAIL

AUTO MATE Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
				GOOD
				WARNING
				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
Current to 3 Months		#DIV/0!	75%	healthy parts inventory
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!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				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 FSTemplate)				
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 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	
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!		

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!!!

	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	5.20%	2,202	338	$13,320.77	See 9 D
ACTIVE PARTS: EXCESS STOCK	44.80%	1,343	12,172	115,041.79	LESS THA
ACTIVE PARTS: UNDERSTOCKED	1.80%	192	128	4,700.36	LESS THA
ACTIVE PARTS:TO PHASE OUT	0.00%	0	0	0.00	LESS THA
TOTAL ACTIVE PARTS	51.80%	3,737	12,638	$133,062.92	70%
SUPERCEDED W/ON HAND	2.10%	52	92	5,479.91	LOW DBL
INACTIVE W/ON HAND	46.10%	1,514	2,962	118,381.05	LESS THA
INACTIVE PART NUMBER # AND %					
TOTAL INV. TO SELL	100.00%	5,303	15,692	$256,923.88	
CORES ON HAND		15	18	2,937.00	LOW PIEC
NEG-ON-HAND		7	9	573.26	LOW DBL
TOTAL OF INVENTORY		5,325	15,701	$259,287.62	
PARTS ON OPEN R. O.'S		243	498	10,795.63	ONE DAYS
VALUE OF TOTAL INVENTORY		5,568	16,199	$270,083.25	
NOT ON FACTORY MASTER		695	385	14,380.90	MINIMAL
PARTS WITH OUT COST		11	0	0	MINIMAL

INVENTORY AGING BY LAST SOLD					
	VALUE	%	ACUM %		INS
NEVER SOLD	52,923	20.70%	20.70%		
ONE YEAR AGO PLUS	32,529	12.70%	33.30%		THIS
ELEVEN MONTHS AGO	5,644	2.20%	35.50%		
TEN MONTHS AGO	6,010	2.30%	37.90%		THIS
NINE MONTHS AGO	10,352	4.00%	41.90%		
EIGHT MONTHS AGO	9,935	3.90%	`45.8		THESE PARTS WILL BE IN A "A
SEVEN MONTHS AGO	11,516	4.50%	50.30%		
SIX MONTHS AGO	9,853	3.80%	54.10%		
FIVE MONTHS AGO	11,587	4.50%	58.70%		
FOUR MONTHS AGO	9,247	3.60%	62.30%		
THREE MONTHS AGO	12,452	4.90%	67.10%		THIS IS YOUR ACT
TWO MONTHS AGO	17,356	6.80%	73.90%		
ONE MONTH AGO	23,323	9.10%	83.00%		
CURRENT MONTH	43,543	17.00%	100.00%		
TOTAL INVENTORY	256,269	100.00%			Guide is 1.5 Months Suppl
CORES WITH ON HAND	2,957				CONFIRM DIRT

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

	COLOR
S GUIDES	SCORING
	GOOD
	WARNING
N 1 %	DANGER
N 1 %	GREAT
N 30%	Seldom used
	OK….BUT..
NUMBERS	OUCH !!!
N 30% these are Auto Phase Out Parts	

E COUNTS
NUMBERS

$ AVG SALES

TRUCTORS NOTES

IS TECHNICAL OBSO

IS POTENTIAL OBSO

AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6

TIVE HEALTHY PARTS INVENTORY

y
Y & CLEAN STATUS (see below)

Pass or Fail ?
Fail
7 NUMBERS 9 PIECES VALUE 573.26
64/74
19
0
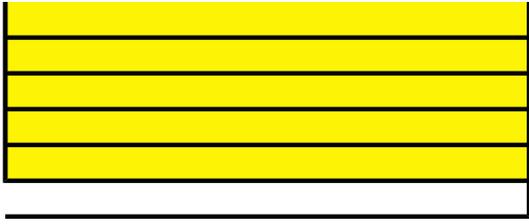
Lightyear Stocking Status INVESTMENT	Inventory Value		% of Inventory	Guide			
Normal or Active Stock			#DIV/0!	over 70%			
Automatic Phase Out			#DIV/0!	Less than 30%			
Dealer Phase Out			#DIV/0!	Less than 1%			
Manual Order			#DIV/0!	Less than 3%			
Non Stock Part $'s			#DIV/0!	Less than 5%			
Non 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 ç	
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!!!	

	OBSO POSITION			
% is guide	.75 TIMES	$		0
guide	PLUS			0
	PLUS			0
	EQUALS	#DIV/0!		0
Pass or Fail ?				

PBS SCORECARD Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
				GOOD
				WARNING
				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
1-3 Months		#DIV/0!	included	healthy parts inventory
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 FSTemplate)				
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 Stocking Status Observations	Inventory Value	% of Inventory	Guide	
				GOOD
				WARNING
				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
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 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 | Neil Huffman Chevrolet Buick GMC

Academy Week | Parts Week 2 | **Class &**

Current Situation
I just lost my Parts Manager. He left we were going to track lost sales. Current
of what a lost sale is.

Overall Objective:
To have complete accountability on how to track correctly the lost sales. This
knowing your lost sales is. This will help you stock for the future, and allow you
turn has a huge impact for profitability.

Proposed Timeline
ASAP. We only have (2) associates in Parts. This should be able to be started i

Action Plan
I currently only have one counter person, my parts manager and or myself nee

Requirements

1. Met with managing Partner Shane Huffman, we talked about having a better cu
a meeting with parts employees for tracking lost sales. Shane wants to be inv
always performing and being profitable. As other stores in the Auto Group are

2. We must have daily meetings not put off to weekly or Bi weekly meetings, This tracked and not missed. My parts manger, counter person and myself will mor

3. First and foremost a complete understanding of lost sales/tracking (emphasis train counterperson from Parts Manager.

4. We will use the lost sale report. Daily. It will be handed out to all department e everyday for a month. This can be pulled back to weekly once process is in pl

5. The best thing about this is that there is no additonal costs with this process.

Projected Date of Completion:	2/28/2019	Sponsor Signature:	Shane Hu

Evaluation of Results: Include measured results.   (± Metrics)

If lost sales are tracked correctly, we should see an increase in all categories. Sales and gross will aftermarket parts being used. CSI will greatly increase because more parts will be stocked and less back as quick as possible.

Student Name Billy Kirchhofer

Student Number N342

ly the parts counter has very little knowledge

was demonstrated in class how helpful
ou more sales the correct inventory. Which in

in a month and complete within two months.

ed to emphasis and explain the importance for l

ulture in the service/parts department. Having
olved personally due to the department not
.

s will be pur process to ensure lost sales are
nitor to know we are completing.

on stocking the demanded part) and then to

mployees inclduing myself. This will be done
ace and moving in the right direction.

Hypothetically this will increase gross/net prof

ffman

be higher because of lower emergency purchases and
s customers will have to wait and not have their vehicle