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Formulas

LOST SALE CALC

PERFORMA

FTFR

RR Scorecard

ADP Scorecard

ARKONA Scorecard

UCS Scorecard

PARTS DEPT ACTION PLAN

Sales Distribution MTD

Category	Sales	% Of Total	Category
Repair Order	\$ 91,197.00	34%	Repair Order
Repair Order B.S.		0%	Repair Order B.S.
Counter Retail	\$ 12,575.00	5%	Counter Retail
Warranty	\$ 76,164.00	29%	Warranty
Internal	\$ 12,575.00	5%	Internal
Wholesale	\$ 59,010.00	22%	Wholesale
		0%	
		0%	
Total Department (MTD \$	264,711.00	100%	Total Department (MTD

Sales Distribution YTD

Category	Sales	% Of Total	Category
Repair Order	\$ 360,816.00	0.00%	Repair Order
Repair Order B.S.		0.00%	Repair Order B.S.
Counter Retail	\$ 49,868.00	5%	Counter Retail
Warranty	\$ 274,878.00	26%	Warranty
Internal	\$ 53,075.00	5%	Internal
Wholesale	\$ 272,784.00	25%	Wholesale
		0%	
		0%	
Total Department (YTD) \$	1,075,714.00	100%	Total Department (YTD)

Sales Distribution MTD

Category	Sales	% Of Total	Category
Repair Order	\$ 84,179.00	30%	Repair Order
Repair Order B.S.		0%	Repair Order B.S.
Counter Retail	\$ 11,798.00	4%	Counter Retail
Warranty	\$ 86,001.00	31%	Warranty
Internal	\$ 17,789.00	6%	Internal
Wholesale	\$ 76,813.00	28%	Wholesale
		0%	
		0%	
Total Department (MTD) \$	276,580.00	100%	Total Department (MTD)

Sales Distribution YTD

Category	Sales	% Of Total	Category
Repair Order	\$ 228,062.00	32%	Repair Order
Repair Order B.S.		0%	Repair Order B.S.
Counter Retail	\$ 37,360.00	5%	Counter Retail
Warranty	\$ 198,714.00	28%	Warranty
Internal	\$ 43,110.00	6%	Internal
Wholesale	\$ 213,774.00	30%	Wholesale
		0%	
		0%	
Total Department (YTD) \$	721,020.00	100%	Total Department (YTD)

Gross Profit Contribution MTD

Parts Empl

Gross	% of Total	% of Sales	Profile %
\$ 27,568.00	34.25%	30.23%	41%
	0.00%	0.00%	30-35%
\$ 3,774.00	4.69%	30.01%	41%
\$ 27,976.00	34.76%	36.73%	28-40%
\$ 3,795.00	4.71%	30.18%	41%
\$ 10,799.00	13.42%	18.30%	25%
	0.00%	0.00%	
	0.00%	0.00%	
\$ 80,492.00	100.00%	30.41%	38%

Category	Dollar A ÷
Sales (Tota	### ÷
Gross Profi	### ÷
Expenses (### ÷
Departmen	### ÷

Parts Empl

Category	Dollar A ÷
Sales (Tota	### ÷
Gross Profi	### ÷
Expenses (### ÷
Departmen	### ÷

Gross Profit Contribution YTD

Gross	% of Total	% of Sales	Profile%
\$ 110,258.00	37.50%	30.56%	41%
	0.00%	0.00%	30-35%
\$ 16,065.00	5.46%	32.22%	41%
\$ 96,287.00	32.75%	35.03%	28-40%
\$ 19,471.00	6.62%	36.69%	41%
\$ 51,936.00	17.66%	19.04%	25%
	0.00%	0.00%	
	0.00%	0.00%	
\$ 294,017.00	100.00%	27.33%	38%

Gross Profit Contribution MTD

Parts Empl

Gross	% of Total	% of Sales	Profile %	Category	Dollar A ÷
\$ 29,276.00	31.87%	34.78%	41%	Sales (Total)	### ÷
	0.00%	0.00%	30-35%	Gross Profit	### ÷
	0.00%	0.00%	41%	Expenses	### ÷
\$ 30,138.00	32.81%	35.04%	28-40%	Department	### ÷
\$ 17,789.00	19.37%	100.00%	41%		
\$ 14,653.00	15.95%	19.08%	25%		
	0.00%	0.00%		Parts Emp	
	0.00%	0.00%		Category	Dollar A ÷
				Sales (Total)	### ÷
\$ 91,856.00	100.00%	33.21%	38%	Gross Profit	### ÷
				Expenses	### ÷
				Department	### ÷

Gross Profit Contribution YTD

Gross	% of Total	% of Sales	Profile%	Category	Dollar A ÷
\$ 76,986.00	36.19%	33.76%	41%		
	0.00%	0.00%	30-35%		
\$ 12,292.00	5.78%	32.90%	41%		
\$ 68,311.00	32.11%	34.38%	28-40%		
\$ 13,997.00	6.58%	32.47%	41%		
\$ 41,137.00	19.34%	19.24%	25%		
	0.00%	0.00%			
	0.00%	0.00%			
\$ 212,723.00	100.00%	29.50%	38%		

Employee Productivity MTD

# Employees	=	Per Employee
6.00	= \$	44,119
6.00	= \$	13,415
6.00	= \$	10,951
6.00	= \$	2,465

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

Employee Productivity YTD

# Employees	=	Per Employee
6.00	= \$	179,286
6.00	= \$	49,003
6.00	= \$	43,888
6.00	= \$	5,115

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, Monthly Updates, Emerg Purchases)

Total Inventory

Inventory Per Financial Statement

Difference

Employee Productivity MTD

Monthly Reconciliation Of Parts To General

Employees = Per Employee

6.00 = \$ 46,097

Dollar value of parts on dealership management report

6.00 = \$ 15,309

↑

6.00 = \$ 11,784

Dollar value of packing lists for parts received, but not invoiced

6.00 = \$ 3,525

Dollar Value of bulk oil, gear lube, trans fluid in stock

Employee Productivity YTD

Employees = Per Employee

6.00 = \$ 120,170

Credits due for parts returned

6.00 = \$ 35,454

Inventory Core Value - clean

6.00 = \$ 32,938

Cores to be returned for credit - dirty

6.00 = \$ 2,516

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, Monthly Updates, Emerg Purchases)

Total Inventory

Inventory Per Financial Statement

Difference

Ledger

Monthly Cost Of Sales

\$ 417,090
Minus
ced \$ -
\$ 53,112
Plus
\$ 3,291
\$ (690)
\$ 5,455

\$ -
\$ -
Minus
+/-

\$ 372,034

\$ 372,034

Year To Date Parts & Accessories Sales \$ 1,075,714
Year To Date Parts & Accessories Gro - \$ 294,017
Subtotal = \$ 781,697

Number of Months in Year ÷ 4
Average Month Cost Of Sales = \$ 195,424

Difference as a % of the Financial Statement inventory

Ledger

Monthly Cost Of Sales

	Year To Date Parts & Accessories Sales	\$	721,020
Minus	Year To Date Parts & Accessories Gro	- \$	212,723
ced	Subtotal =	\$	508,297
Plus	Number of Months in Year	÷	3
	Average Month Cost Of Sales =	\$	169,432

	\$	-
	\$	-
Minus		
+/-		
Inventory \$		-
Inventory		
Balance \$		-

Difference as a % of the Financial Statement inventory

Months' Supply Of Inventory

Statement Inventory

Inventory	\$	464,001
Divided by Average Month Cost-of-Sal ÷	\$	195,424
Equals Months' Supply	= \$	2

DMS Inventory

Inventory	\$	200,655
Divided by Average Month Cost-Of Sale ÷	\$	195,424
Equals Months' Supply	= \$	1

Months' Supply Of Inventory

Statement Inventory

Inventory

Divided by Average Month Cost-of-Sal ÷ \$ 169,432

Equals Months' Supply = \$ -

DMS Inventory

Inventory

Divided by Average Month Cost-Of Sale ÷ \$ 169,432

Equals Months' Supply = \$ -

Total Sales Demand

Reflects the dollar value of parts the department would have been able to sell if it had been able to fill all requests. To arrive at an accurate sales demand figure you need to have an accurate lost sales amount.

\$	781,697	+	\$	200,665	=	\$	982,362
Cost of Parts Sold (Sales - Gross) YTD			Cost of Lost Sales per DMS Summary			Total Sales Demand	

Total Sales Demand

Reflects the dollar value of parts the department would have been able to sell if it had been able to fill all requests. To arrive at an accurate sales demand figure you need to have an accurate lost sales amount.

$$\begin{array}{rcl} \$ & 508,297 & + \\ \text{Cost of Parts Sold (Sales - Gross) YTD} & \text{Cost of Lost Sales per DMS Summary} & \\ & & = \$ 508,297 \\ & & \text{Total Sales Demand} \end{array}$$

Level Of Service

Gross Turnover

Level of service is an indication of how well the parts inventory is able to meet the needs of the customers. Think of it as a batting average. If 100 customers request a part, how many times are you able to fill the request? The following calculation gives you that answer. Current MADA guide is

Annualized Cost-Of Sale

Total Demand	\$	982,362	
Emergency Purchases -	\$	25,765	
Lost Sales	- \$	200,665	
		Subtotal = \$	755,932
		Total Demand ÷ \$	982,362
		Level of Service :	76.95%

$$\frac{\$ 1,075,714}{\text{YTD Sales}} \div \frac{\text{###}}{\text{YTD Gross}} =$$

$$\frac{\$ 781,697}{\text{YTD COS}} \div \frac{4}{\text{\# of Months}} =$$

$$\frac{\$ 2,345,091}{\text{Annualized Cost-Of-Sale}} \div \frac{\text{###}}{\text{Parts Inventory}} =$$

Level Of Service

Gross Turnover

Level of service is an indication of how well the parts inventory is able to meet the needs of the customers. Think of it as a batting average. If 100 customers request a part, how many times are you able to fill the request? The following

Annualized Cost-Of Sale

Total Demand	\$	508,297	
Emergency Purchases -			
Lost Sales	- \$	-	
		Subtotal = \$	508,297
		Total Demand ÷ \$	508,297
		Level of Service :	100.00%

\$ 721,020	-	###	=
YTD Sales		YTD Gross	
\$ 508,297	÷		=
YTD COS		# of Months	
\$ -	÷	\$ -	=
Annualized Cost-Of-Sale		Parts Inventory	

m

True Turn

ps ÷ Inventory

Annualized Stock Purchases ÷ Inventory

$$\begin{array}{rclcl}
 \$ & 781,697 & & & \\
 & \text{YTD COS} & & & \\
 & & \$ & 635,171 & \div & 4 & = & \$ & 158,793 \\
 & & & \text{YTD Stock} & & \text{\# of Months} & & & \text{Average Month} \\
 & & & \text{Purchases} & & & & & \text{Stock Purchases}
 \end{array}$$

$$\begin{array}{rclcl}
 \$ & 195,424 & & & \\
 & \text{Average Month} & & & \\
 & \text{Cost-Of-Sales} & & & \\
 & & \$ & 1,905,513 & \div & \text{###} & = & & 9.5 \\
 & & & \text{Annualized} & & \text{Parts} & & \text{True Turns} & \\
 & & & \text{Stock} & & \text{Inventory} & & &
 \end{array}$$

11.7
Gross Turns

m

True Turn

Costs ÷ Inventory

Annualized Stock Purchases ÷ Inventory

$$\begin{array}{rcccl} \$ & 508,297 & & & \\ \text{YTD COS} & & \div & & = & & \$0.00 \\ & & \text{YTD Stock} & \text{\# of Months} & & \text{Average Month} & \\ & & \text{Purchases} & & & \text{Stock Purchases} & \end{array}$$

$$\begin{array}{rcccl} & \$0.00 & & & \\ \text{Average Month} & & & & & & \\ \text{Cost-Of-Sales} & & \$ & - & \div & \$ & - & = & & & 0.0 \\ & & \text{Annualized} & & & \text{Parts} & & & \text{True Turns} & & \\ & & \text{Stock} & & & \text{Inventory} & & & & & \end{array}$$

0.0
Gross Turns

Lost Sale Calculator

inv.# from below	# of people	# of days	avg. part \$
	4	4	26
			\$26.99

Inventory Divider - see below	VS.Actual Los
\$4.00	\$24,034.00

Inventory - OBSO		Inventory \$ fr
*0-250k	3	\$417,090.00
*251-500k	4	
*501-750k	5	Obsolescence
*751-1 mil	6	\$76,158.00

possible lost sales

\$11,227.84

Net Sales \$ on Mgt. Rpt.

from Mgt Report

in \$

Proforma

	Repair Order Mechanical	Repair Order Body Shop	Counter Retail	Internal (new/used)	Wholesale	Warranty	TOTAL
YTD Sales	\$217,328.00		\$49,868.00	\$61,643.00	\$272,784.00	\$274,878.00	\$876,501.00
YTD Gross Profit	\$78,800.00		\$16,065.00	\$19,471.00	\$51,936.00	\$96,287.00	\$262,559.00
YTD Cost of Sales	\$138,528.00	\$0.00	\$33,803.00	\$42,172.00	\$220,848.00	\$178,591.00	\$613,942.00
NEW Mark-Up Factor	1.69	1.00	1.69	1.69	1.33	1.67	1.51
Desired Gross %	41.00		41.00	41.00	25.00	40.00	37.60
	59.00	100.00	59.00	59.00	75.00	60.00	68.67
NEW YTD Sales	\$234,793.22	\$0.00	\$57,293.22	\$71,477.97	\$294,464.00	\$297,651.67	\$955,680.07
OLD YTD Sales	\$217,328.00	\$0.00	\$49,868.00	\$61,643.00	\$272,784.00	\$274,878.00	\$876,501.00
Additional Gross Profit	\$17,465.22	\$0.00	\$7,425.22	\$9,834.97	\$21,680.00	\$22,773.67	\$79,179.07

PLEASE FILL IN ALL THE WHITE CELLS

First Time Fill Rate

DEALERSHIP NAME

DATE	# OF RO'S	RO's Filled 1st Time (Right Away)	RO's Filled the Same Day
------	-----------	-----------------------------------	--------------------------

Totals	0	0	0
--------	---	---	---

Filled Same Day	Time Fill Rate %
	#DIV/0!
0	#DIV/0!

REYNOLDS 2213 Stocking Status INVESTMENT		Inventory Value	% of Inventory	Guide	GOOD WARNING DANGER
Normal or Active Stock			#DIV/0!	over 70%	GREAT
Automatic Phase Out			#DIV/0!	Less than 35%	Seldom used
Dealer Phase Out			#DIV/0!	Less than 1%	OK....BUT..
Manual Order			#DIV/0!	Less than 3%	OUCH !!!!!!!!!!!
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 active
1-3 Months		#DIV/0!	included	healthy parts inventory

4-6 Months		#DIV/0!	23%		OBSO POSITION MAT
7-9 Months		#DIV/0!	2%	65% Will likely become obso	.65 TIMES THE 7-9 MC
10-12 Months		#DIV/0!	included	85% Will likely become obso	.85 TIMES THE 10-12
13-24 Months		#DIV/0!	0%	Technically Obsolete	PLUS THE 13-24 MON
25+ months		#DIV/0!	0%		PLUS THE 25+ VALUE
TOTAL	\$0	#DIV/0!			OBSO AS A % OF TO1

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

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?)

WHAT IS DONE BELOW

MONTH VAL \$0

MONTH V \$0

MONTH VALUE \$0

EQUALS \$0

TOTAL \$ - #DIV/0!

CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
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
No Phase Out	Not on ADP			NA
Repace by Hold	Not on ADP			NA
Clean Core			#DIV/0! p/n	pieces
Dirty Core			#DIV/0!	
Total Inventory		\$0	#DIV/0!	

CDK

Activity	Value \$	% of Invent	%	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%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is c
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 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

is guide .75 TIMES \$ 0

guide PLUS 0

PLUS 0

EQUALS #DIV/0! 0

PASS/ FAIL

ARKONA STATUS	MONTH OF:		PIECES	VALUE	PROFILES BEST OF CLASS	COLOR SCORING
	%	4				GOOD
ACTIVE PARTS: STOCKED	#DIV/0!				70%	WARNING
ACTIVE PARTS: EXCESS STO	#DIV/0!				LESS THAN 1 %	DANGER
ACTIVE PARTS: UNDERSTOC	#DIV/0!				LESS THAN 1 %	GREAT
ACTIVE PARTS:TO PHASE OU	#DIV/0!				LESS THAN 30%	Seldom used
TOTAL ACTIVE PARTS	#DIV/0!					OK....BUT..
SUPERCEDED W/ON HAND	#DIV/0!				LOW DBL NUMBERS	OUCH !!!
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 NOTES
NEVER SOLD		#DIV/0!	#DIV/0!	
ONE YEAR AGO PLUS		#DIV/0!	#DIV/0!	THIS IS TECHNICAL OBSO
ELEVEN MONTHS AGO		#DIV/0!	#DIV/0!	
TEN MONTHS AGO		#DIV/0!	#DIV/0!	THIS IS POTENTIAL OBSO
NINE MONTHS AGO		#DIV/0!	#DIV/0!	
EIGHT MONTHS AGO		#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6
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!	THIS IS YOUR ACTIVE HEALTHY PARTS INVENTORY
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 STATUS

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

PASS/ FAIL

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?)

UCS SCORECARD 2014					
Stocking Status	Inventory Value	% of Inventory	Guide	GOOD	WARNING
Observations				DANGER	
Active Stock (0-6 month activity)			over 70%	GREAT	
Zero Guide (Auto Phase out)			Less than 35%	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?		
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 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/ FAIL

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?)

\$0.00

\$0.00

\$0

\$0.00 #DIV/0!

Departmental Action Plan

Dealership Sheridan Nissan

Academy Week Week 2

Class & #

Current Situation **The Body Shop manager had decided that he could hoard parts for jobs that pressure the return these in a timely fashion, he would run up a massive amount and return them to our Nissan store. His reasoning was that he was allowed to do a pay plan, he had no reason to care.**

Overall Objective: **My objective is to limit the amount of parts our body shop is returning. It is coming in they come in efficiently.**

Proposed Timeline **The parts department now has a 30 day return policy with the body shop. After 30 days, or the Body shop is charged 50 percent of the cost. I also am emailed to grant an exception to this is me.**

Action Plan **Place into writing the policy and meet with both the body shop and the parts manager.**

Requirements

Meeting with Dealer:

- 1. Action Proposed: Charge Body Shop 50 percent for any parts returned more than 30 days to the body shop.**

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain Th
Shop and the Parts department, and now all departments are aware of the pr
aspect has been added for the Bodv Shop manager. as he is paid off the Net

Accountability: Monitoring progress:

Who: Parts Manager

What: Making sure that the parts being returned by the Body Shop are not ol

3. By When: Now

How: Checking invoices on returned parts as they are returned.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: We will review after a month to make sure that process ha
temporary reprieve for this month to clean up any excess inventory that mig

5. Estimated cost for implementation: 0 Dollars

Projected Date of Completion: 5/31/17

Sponsor Signature:

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name Chip Sheridan

Student Number 323 41

had not shown up. Because he felt no
ount of parts in his storage. Then, he would
lo this. Since he did not have any pain in his

also to make sure that when returns are

ny part that is ordered must be returned in 30
about any late part. The only person that can

department to discuss further process.

than 30 days after the date they are delivered

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

ie process has been explained to the Body
ocess as it has been changed. The pain
of his department.

lder than 30 days

as been followed. The Body Shop was given a
ht need to be returned.

