First Time Fill Rate

Reichard Chevrolet			First time fill rate
DATE	RO'S	Time	Day
1/2/2019	6	6	0
1/3/2019	5	3	1
1/4/2019	10	9	1
1/7/2019	8	6	0
1/8/2019	5	3	2
1/9/2019	9	3	4
1/10/2019	5	5	0
1/11/2019	5	1	0
Totals	53	36	8

Same Day	Rate %
0	100.00%
1	60.00%
0	90.00%
2	75.00%
0	60.00%
2	33.33%
0	100.00%
4	20.00%
	#DIV/0!
	#DIV/0!
	#DIV/0!
	#DIV/0!
	#DIV/0!
	#DIV/0!
	#DIV/0!
9	67.92%
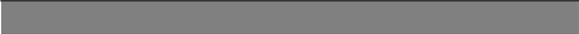
AUTO SOFT Stocking Status INVESTMENT		Inventory Value		% of Inventory	
Normal or Active Stock				#DIV/0!	
Automatic Phase Out				#DIV/0!	Le
Dealer Phase Out				#DIV/0!	L
Manual Order				#DIV/0!	L
Non Stock Part $'s				#DIV/0!	L
Non Stock Part #'s*					Greater
No Phase Out					
Repace by Hold					
Clean Core				#DIV/0!	# PIECES
Dirty Core				#DIV/0!	
Total Inventory		$0		#DIV/0!	

AUTO SOFT					
Activity from Source 1	Value $	% of Inventory	%	
0-3 Months	63,459		43%	ACTIVE INVE
4-6 Months	25,227		17%	ACTIVE INVE
7-12 Months	26,488		18%	75% will likel
13-18 Months	12,707		9%	Technical Ob
New parts no sales	21,011		14%	Minimal Amo
Total Inventory	148,894		100%	

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)

Guide		COLOR SCORING
over 70%		GOOD
ss than 30%		WARNING
ess than 1%		DANGER
ess than 3%		GREAT
ess than 5%		Seldom used
than 70% of PN's		OK….BUT..
NA		OUCH !!!
NA		
PART #		OUCH !!!!!!
		ouch!!!

Notes & Guides				
NTORY at 75%				
NTORY at 23%		**OBSO POSITION**		
y become Obso 2% is guide		.75 TIMES	$	19866.35
solescence 2% is guide		PLUS		12,707
unt		PLUS		21,011
		EQUALS	36%	53585

	Pass or Fail ?
	FAIL
	PASS
	FAIL
	PASS
	FAIL
	FAIL
	PASS
	FAIL

Departmental Action Plan

Dealership | Reichard Chevrolet

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

Current Situation

The current situation in my parts department is that we use Autosoft for our D
have been in place for a long time. We do not track lost sales, there is not a hi
high of reliance on GM's RIM program to tell us what to stock.

For my action plan I'm going to focus on the untracked

Overall Objective:

My overall objective right now is to implement a process to track lost sales tha
will already be in place in event of new hires. In doing so, this will aid in corre
less obsolescence.

Proposed Timeline

I believe this is something we can start doing immediately with a phone call to
on board. For the issue to be fully resolved (all personnel marking each and e
to 2 months for them to get it down to being second nature and at the same ti
seeing it on a monthly DMS report.

Action Plan

Describe necessary actions to reach desired result:
conversation with my dad to verify he is okay with this change. 2. Meeting wit
sure he understands why this is important for the long run. 3. Parts manager a
discuss a way to notate lost sales in the parts screen that can be done with ea
manager to train employees on process. 5. Document this in parts job descrip
report.

Requirements

1. Meeting with Dealer:
I am the dealer, but always run things by my dad even if it's over the phone ju
Action Proposed:
parts personnel track lost sales everyday, everytime it happens by notating th

2. Meeting with stakeholder(s) (dealership personnel):
First discussed with parts manager - explained importance and relevance as t
a way to ensure the process begins and stays in place even when we are not a
inaccurate reporting. Create training for it to be taught along with other tasks v
just apart of the job and needs to be done like everything else they do daily.

3. Accountability: Monitoring progress:
Who: Myself and my parts manager both will monitor the implementation
What/when: I will monitor on the monthly DMS report and check in every few d
being done - Parts Mgr will need to monitor within the parts dept. per order/da
weekly, check some orders until he sees it becoming a habit.

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Aside from my parts manager's checkpoints above, I will check in at the end o
marking each lost sale and then monthly we will be able to see actual results o
Date(s) for review: 1st date is the last day of March, 2nd check last day of Apri

5. Estimated cost for implementation:
monetary cost to implement this process. Only a matter of a few seconds that
transaction in the computer.

Projected Date of Completion:	04/30/2019	Sponsor Signature:

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

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI /
the impacted area is just more accurate reporting. However, with this information beginning to app
measure many other things (sales demand, level of service...) and my parts manager can more acc
says". This will all lead to a better parts mix which in the long run could mean less obsolescence, l
sales, higher technician turn time, and obviously less lost sales!

Student Name Paige Reichard

Student Number N344-10

MS, have aging personnel, and processes that
uge concern for our high OBSO, and a little too

lost sales.

at will be used by current parts personnel and
cting our inventory mix over time and lead to

our DMS provider and after getting everyone
very lost sale everytime) I believe it will take 1
me at least a month for us to be able to start

1. A
h parts manager to get him on board and make
and I have a phone call with Autosoft to
se by each parts employee.   4. Parts
tion. 6. Track with parts manager and on DMS

st to get his opinion and experience.
To have all
em in our DMS.

o why it should be done. Need to come up with
around to monitor so we dont continue the
with new hires and make it something that is

days with my parts manager to make sure it is
ily for the first few weeks and then maybe

of each week ensuring that each employee is
on the DMS report.
il

There is no
will be added for each parts employees'

Immediately,
ear on the DMS report, we will be able to use it to
urately phase in/out parts and not just rely on what "RIM
higher CSI with less emergency purchases, increased