

## First Time Fill Rate

MASTRIA VW		First time fill rate		
DATE	RO'S	1st Time	Same Day	Day
12/3/2018	30	17	8	5
12/4/2018	32	16	10	6
12/5/2018	27	13	10	4
12/6/2018	35	26	5	4
12/7/2018	40	31	3	6
12/8/2018	53	39	10	4
###	26	15	4	7
###	29	22	1	6
###	36	24	4	8
###	34	22	8	4
###	29	19	8	2
###	33	24	5	4
###	25	14	8	3
###	36	25	5	6
###	39	30	8	1
<b>Totals</b>	<b>504</b>	<b>337</b>	<b>97</b>	<b>70</b>



<b>Rate %</b>
<b>56.67%</b>
<b>50.00%</b>
<b>48.15%</b>
<b>74.29%</b>
<b>77.50%</b>
<b>73.58%</b>
<b>57.69%</b>
<b>75.86%</b>
<b>66.67%</b>
<b>64.71%</b>
<b>65.52%</b>
<b>72.73%</b>
<b>56.00%</b>
<b>69.44%</b>
<b>76.92%</b>
<b>66.87%</b>



CDK						
Stocking Status	Inventory Value	% of Inventory	Guide			
INVESTMENT						
Normal or Active Stock	\$105,436	62.16%	over 70%			
Automatic Phase Out	\$16,861	9.94%	Less than 30%			
Dealer Phase Out	\$3,274	1.93%	Less than 1%			
Manual Order	\$3,739	2.20%	Less than 3%			
Non Stock Part \$'s	\$34,327	20.24%	Less than 5%			
Non Stock Part #'s*	4,593	76.00%	Greater than 70% of PN's			
Clean Core	\$5,980	3.53%	# PIECES	PART #		
Dirty Core		0.00%	8293	6023		
Total Inventory	\$169,617	100.00%				

Activity	Value \$	%	Notes & Guides			
0-3 Months	104,060	64%	ACTIVE INVENTORY at 75%			
4-6 Months	24,861	15%	ACTIVE INVENTORY at 23%			
7-12 Months	19,728	12%	75% will likely become Obso 2% is g			
Over 12 Months	4,430	3%	Technical Obsolescence 2% is guide			
New parts no sales	10,639	6%	Minimal Amount			
Total Inventory	163,718	100%				

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat						
OBSCO 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 Templ:						
FTFR (FIRST TIME FILL RATE)						

**COLOR SCORING**

**GOOD**

**WARNING**

**DANGER**

**GREAT**

**Seldom used**

**OK....BUT..**

**OUCH !!!!!**

ouch!!!

**OBSO POSITION**

Guide	.75 TIMES \$			14796
	PLUS			4,430
	PLUS			10,639
	EQUALS		18%	29865

Pass or Fail ?

**FAIL**

**PASS**

N/A

N/A

**PASS**

**PASS**

**PASS**

**FAIL**

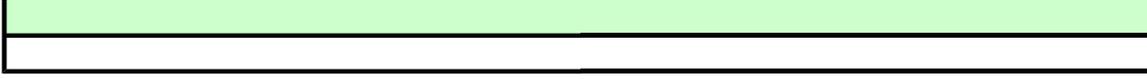
**FAIL**

**FAIL**

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 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%	
<b>TOTAL</b>	<b>\$0</b>	<b>#DIV/0!</b>		
<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
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 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!!!

**OBSO POSITION**

s guide .75 TIMES \$ 0

ide PLUS 0

PLUS 0

EQUALS #DIV/0! 0

Pass or Fail ?

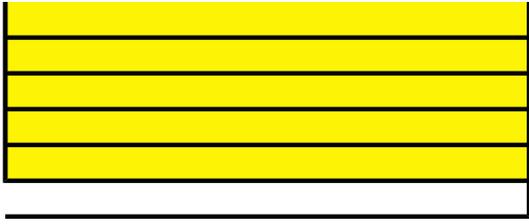


DEALER TRACK ARKONA		MONTH OF:				PROFILES
STATUS		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		#DIV/0!				See 9 D
ACTIVE PARTS: EXCESS STOCK		#DIV/0!				LESS THA
ACTIVE PARTS: UNDERSTOCKED		#DIV/0!				LESS THA
ACTIVE PARTS: TO PHASE OUT		#DIV/0!				LESS THA
TOTAL ACTIVE PARTS		#DIV/0!				70%
SUPERCEDED 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!		
ONE YEAR AGO PLUS			#DIV/0!	#DIV/0!		<b>THIS</b>
ELEVEN MONTHS AGO			#DIV/0!	#DIV/0!		
TEN MONTHS AGO			#DIV/0!	#DIV/0!		<b>THIS</b>
NINE MONTHS AGO			#DIV/0!	#DIV/0!		
EIGHT MONTHS AGO			#DIV/0!	#DIV/0!		THESE PARTS WILL BE IN A "
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!		
THREE MONTHS AGO			#DIV/0!	#DIV/0!		<b>THIS IS YOUR ACT</b>
TWO MONTHS AGO			#DIV/0!	#DIV/0!		
ONE MONTH AGO			#DIV/0!	#DIV/0!		
CURRENT MONTH			#DIV/0!	#DIV/0!		
TOTAL INVENTORY			#DIV/0!			Guide is 1.5 Months Suppl
CORES WITH ON HAND						<b>CONFIRM DIRT</b>

<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>

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)





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 c
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!!!

% is guide

guide

Pass or Fail ?

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

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!		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				PASS/ FAI
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 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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OBSS 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	
OBSS AS A % OF TOTAL	\$ -	#DIV/0!

UCS SCORECARD				GOOD
Stocking Status	Inventory Value	% of Inventory	Guide	WARNING
Observations				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

Academy Week

Class & I

### Current Situation

We are currently trying to grow our wholesale business by acquiring new accounts in the area and we are surrounded by established VW dealers that have been around for years (have large followings) and have lots of large customers and other local auto shops to "buy in" on what our VW store can offer from us.

### Overall Objective:

Our largest objective to this action plan is awareness. We need to get our name out there and generate loyalty and awareness with wholesale customers. We are hoping to see many benefits to the entire store from our wholesale business.

### Proposed Timeline

We are hoping to increase our sales by 50% by the end of the year. We are currently averaging \$467,399 in sales monthly by the end of the year. We are going to monitor this on a monthly basis that we also review our gross % of sales monthly to verify we are maintaining a profitable wholesale. If we increase sales and maintain our gross % of sales we will average \$700,000 in sales monthly. With an aggressive awareness plan we are hoping this will be an attainable goal.

### Action Plan

We are going to send out our parts manager to local shops in the area and introduce them to our wholesale business.

### Requirements

1. Dealer is aware of action plan along with dealership executive managers and monthly reports and reviews from parts manager of goal achievement.

Meeting with stakeholder(s) (dealership personnel):

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

3. Accountability: Monitoring progress:  
Who: Parts Manager will primarily be responsible, parts counter people will be  
What: Grow wholesale business  
By When: 50% growth in sales by end of year  
How: Advterise and push awareness will be are largest obstacles as we have n

4. We will be reviewing this action plan monthly and making adjustment to allow

5. Cost: This plan is not going to be very costly. Our only true cost will be magac

Projected Date of  
Completion:

12/31/19

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

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

Although this goal is set for the end of 2019 we have already seen many improvements by implentin and net. Our expenses have gone up as we have added on delivery drivers but we have offset that see these numbers drastically rise by the end of the year and we are working daily on mainting this

Student Name Zachary Carey

Student Number N339A-10

unts. We are a relatively new VW dealer in the  
l for years. Our sister stores within our auto  
ge whoelsale accounts, we are trying to get  
has to offer with purchasing wholesale parts

re out to local shops so they are aware of our  
s in order to obtain our objective of growing  
re as we reach this goal.

4,933 in wholesale sales monthly, we are projecting to  
ly basis by analyzing our total wholesale sales MTD. It is  
olesale department. We are currently averaging \$7,046 in  
ge \$10,569 gross monthly in wholesale. We are hoping to  
tainable goal within the year.

roduce himself and explain to these shops the s

fixed ops directors, they will all expect

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

are informed and kept informed of goal.

many benefits to offer to our customers.

us to maintain our goal for the year.

gers time compensation on the road and the cost

g our action plan. We have seen a rise in sales, gross  
expense with the growth in net profit. We are hoping to  
s goal.

