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## ***PARTS MANAGER QUESTIONS***

every 6 months (check others website)
all dealers use same price tape
we use OEM parts only (regardless)
parts manger checks pricing structure every 2-3 months
parts advisors (only) have control to change parts prices
costing of parts are set by parts master only
we use OEM parts only (regardless)
expection report daily CDK
yes
TCC - Wellington - Web Specials
No.....we did at one time.....
No
Kimoby
N/A
employess "A" Feb/18, employee "B" July/12
Yes.....always searching for new wholesale accounts
Yes.....vehicles in showroom are dressed
No.....we delivery all items small or big, if you don't delivery small item you wont get the big items
We deliver once daily unless it's a special request
Not necessary in Canada
Parts department has a very little (if any) monthly expenses
Margaret Dren (Accounting Office)
yes.....no discussion
SOR are controlled on a daily bases. Nothing is posted but reviewed monthly
All SOP must be paid 100% before ordering
30 days.....no refunds (very seldom customer does not show up within 3-4 days)
Parts department only
all information is located on our parts invoices
All SOP stay in parts until customer arrives. Parts Department contacts customer once part arrives.
SOP location (SOP special shelving)
We do not use PO's here, I have Parts people use the work order/parts invoice# part is getting charged to
Mark Garrett (General Manager)
Mark Garrett (General Manager)
Exceeds +/-
Adjustment / SJE
Not Found in 2018
Volvo
all parts employees
Parts Manage (whole Dealership)
DMS has no direct parts training
No
Parts Manger takes care of all parts PC's (and others)
less then 10% (on Volvo VMI ordering system)
Positive Treand - See work stations
Less then 1%
printed in parts department and reviewed every morning
Yes - CDK & Staff
Yearly inventory.....weekly/bi-weekly (very seldom)
weekly/bi-weekly
Yes.....parts manager is the only one authorized to make inventory adjustments



