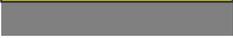


First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
2/19/2019	11	5	6	
2/20/2019	12	5	7	
2/21/2019	9	2	2	
2/26/2019	11	6	5	
2/27/2019	7	3	4	
2/28/2019	14	10	4	
3/1/2019	7	5	2	
3/4/2019	14	6	8	
3/5/2019	8	2	6	
Totals	93	44	44	0



Rate %
45.45%
41.67%
22.22%
54.55%
42.86%
71.43%
71.43%
42.86%
25.00%
#DIV/0!
47.31%



CDK						
Stocking Status INVESTMENT		Inventory Value	% of Inventory	Guide		
Normal or Active Stock		\$116,361	36.61%	over 70%		
Automatic Phase Out		\$61,046	19.21%	Less than 30%		
Dealer Phase Out		\$7,946	2.50%	Less than 1%		
Manual Order		\$80,630	25.37%	Less than 3%		
Non Stock Part \$'s		\$48,533	15.27%	Less than 5%		
Non Stock Part #'s*		4,533		Greater than 70% of PN's		
Clean Core		\$3,315	1.04%	# PIECES	PART #	
Dirty Core			0.00%			
Total Inventory		\$317,831	100.00%			

Activity	Value \$	%	Notes & Guides
0-3 Months	211,674	64%	ACTIVE INVENTORY at 75%
4-6 Months	16,785	5%	ACTIVE INVENTORY at 23%
7-12 Months	45,041	14%	75% will likely become Obso 2% is g
Over 12 Months	45,041	14%	Technical Obsolescence 2% is guide
New parts no sales	12,009	4%	Minimal Amount
Total Inventory	330,550	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
MONTHS SUPPLY (This calculation from you
GROSS (TOTAL) TURNS (from your FS Temp
TRUE (STOCK) TURNS (from your FS Temp
FTFR (FIRST TIME FILL RATE)

COLOR SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK....BUT..

OUCH !!!!!

ouch!!!

OBSO POSITION

Guide	.75 TIMES \$		33780.75
	PLUS		45,041
	PLUS		12,009
	EQUALS	27%	90830.75

Pass or Fail ?

Fail

Pass

Pass

PAss

Pass

Pass

Pass

Fail

Departmental Action Plan

Dealership Volvo of Mississauga

Academy Week 2

Class & :

Current Situation

The parts department is tracking special orders by assigning customer number to no particular order. Once the part arrives they give a 'parts slip' to the service customer. The service advisor will attempt to call the customer and book then customer does not pick up then a problem arises. The advisor will typically follow up there is no further followup and the part is left on the shelf for many months until

Overall Objective:

The overall objective is to increase our special order parts penetration in terms of parts that arrive. This will increase both parts sales, decrease returns, and increase customer satisfaction as we frequently receive complaints that we did not notify a customer which may be due to advisors not following up with a special order part.

Proposed Timeline

This was a fairly simple change that was implemented within the first week of

Action Plan

1) The new system is a hierarchy in which the newest parts are placed on the shelf. Every month that passes the parts department would move the parts up a shelf that has been sitting on the special order shelf. This will allow the parts advisors to find the shelf instead of having the parts randomly sorted.

2) Special order part slips are now given to the service manager, and the service

Requirements

Meeting with Dealer: Done

1. Action Proposed: Done and implemented

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: We have met with the parts of why the current system does not work. We worked together to develop the potential problems. We then talked to service to discuss how the new system

Accountability: Monitoring progress:

Who: Thomas McMillan

What: Monitoring

3. By When: Monthly

How: Asking and seeing

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: Monthly

5. Estimated cost for implementation: None

Projected Date of Completion:

January 21st 2019

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas: +CSI/Sales

Sales / Gross / Expenses / Net Profit / CSI /

Student Name

Student Number

ers to the parts when they arrive in which has advisors so that service can notify the n in for an appointment, however, if the rget that the customer did not answer, and until it is returned.

; of getting the parts on to the vehicle once it our sales. This will also increase customer omer that the special order part has arrived,

class being completed and is not in practise.

bottom two shelves in the parts department. f to indicate the amount of months that the part o visually see how many parts are aging on

ice manger would sort out which cars are here

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

manager, and parts advisors to give examples
perfect system as to minimize any future
n will work.