

Parts Manager Questions

Have your parts manager answer the **78** questions found in this zip file. Confer and provide suggestive actions. **(50 points) Provide your answers in a different color font.**

1. How often is your dealerships source pricing levels reviewed for competitive maintenance and heavy repair? *Our pricing levels are checked every 6 months for any competitive maintenance.*
2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area. *Due to the fact that we are the only dealership in a 20 mile radius we stay competitive to make sure our customers stay with us rather than go to the competition.*
3. Verify with the use of market surveys on selected parts prices in your area as to whether you are competitive with others. You don't have to be the lowest to sell more, but too little or too much profit can keep you from being competitive. *We make sure to be around the same price as our competition.*
4. Does the computer system you have follow one or more of the pricing guides for various types of customers? Review the pricing structure with the manager and determine areas of profit potential. Policies in wholesale, retail counter, service department, employees, etc., need to be established. *Yes we have different pricing guides for our retail and wholesale customers.*
5. Do you have in place policies and DMS controls (via Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions? What about Service Advisors? *Yes we do. Only the Parts Manager can approve a price concession.*
6. Is there a process followed to prevent the costing of parts at other than the established factory (OE) cost within the dealership when parts are placed into the inventory? (done through the use of +/- inventory adjustment account(s)) *No. We currently bring in parts for the cost that is paid.*
7. Regardless of parts cost (due to various sourcing opportunities (Jobber/Wholesale Distributor), are they all costed at the same factory price to maintain accurate inventory value? *No they are costed at whatever we pay for them.*
8. How are discount purchases tracked in the system to show additional profit based on the cost of the part from a particular source other than factory price? *Discount purchases are tracked via different price codes RO's or counter tickets.*

9. Do you have an internet presence for your parts department? *No not really and we really don't sell much from online request. However we are set up for a customer to request parts from our website.*
10. What type of merchandising programs do you have in effect? What is the relative cost versus sales generated as a result of the programs? *We have the typical things like hats, toy cars, key chains, etc. We typically have a 50% mark up.*
11. Is an outside salesperson active in your parts department? Are the sales at a level that "pays" for the employee or could the accounts be maintained on a part-time basis by the manager? *We currently do not have an outside salesperson.*
12. Do you have factory merchandising dollars available, and if so, how much of those dollars have been spent year-to-date by the dealership? What must be done to qualify for more expense sharing in merchandising by the factory and the dealership? *No answer. Does not know.*
13. With the growing use of mobile smartphones by customers do you have a mobile ready website? *Not at this time.*
14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated? *I have not seen any internet parts coupons. We currently only have Service coupons.*
15. Pay plan reviews should be made at least on a monthly basis. When has a comparison been made between departmental gross profit and the personnel expenses for the department? Is the current sales level providing a sufficient profit for the pay levels established for the parts employees? *I am only 2 months new into my position and have not been asked or trained to do this.*
16. Does the parts department actually seek additional revenue or "live off" the sales of the service department only? If not why not? *We do over the counter sales and have wholesale customers but our main source is the service department. Not sure.*
17. Is a program set up to sell accessories to the customer in the sales department as well as the parts area of the dealership? If not, are you leaving potential sales and gross profit on the table? *Yes. We have various types of displays in the sales department.*
18. Do you review wholesale customers weekly to see if parts sales dollars per customer and returns justify the expense of conducting business with them? For example, delivery 30 miles out of town to a customer ordering \$300 a month of parts at Cost+20% may not justify the delivery service. *We currently do not check our wholesale customers weekly or at all.*

19. Do you study your wholesale market opportunity with the dealership's area of influence? Who's the major player and can you unseat them? Can you make a difference against your competition? Can you deliver 2-3 times a day? Within what mileage radius? *Yes I do study our wholesale opportunity. The major players are Sunnyvale Ford and Capital Ford and no I cannot unseat them at this time. So far I have been unsuccessful at making a difference. We deliver all day long Monday through Friday from 8am to 5pm within a X mile radius.*
20. Who verifies the "wholesale" customer applications to make certain they are really true wholesale customers? Are your state Tax-ID/Wholesale Certificates current (within the last two years?) *I personally check them all to make certain that they are legitimate wholesale customers. Yes all of our state Tax-ID/Wholesale Certificates are ALL current.*
21. Discuss monthly expense control with the parts manager and identify specific areas under the manager's control. If expenses are allocated and not charged on a controlled basis, consider basing pay programs on sales or gross rather than net profit as part of the plan. *No answer due to lack of knowledge. We actually had a conversation recently and reviewed his policy account.*
22. Who determines credit approval for parts customers and what screening system is applied? Who follows the receivables list in a timely manner to make certain payment is made by the customer without exceeding the account limits? *Currently our business office determines credit approvals. I review the receivables list monthly to make sure they are being paid in a timely manner and not abused.*
23. Is the financial statement for the parts department given to the manager and discussed on a weekly/monthly basis? *I receive a copy of the financial statement monthly once the month has been closed.*
24. What are the special parts ordering policies for SORs? Where is it written and posted? When was it reviewed and what level of management approved it? *We currently revamped our process and they are in posted near the parts counter. Last month and it was approved by the fixed operations manager.*
25. Do you require 100% pre-payment on these parts? Do you differentiate between Counter Retail/Wholesale and Service RO? *Yes. Different coding.*
26. What time is set to retain these parts and then initiate a return? Is a return charge made on customer pay parts that are returned because the customer did not return for them within a time limit? *The current amount of time is 60 days. There is a 20% restocking fee for our retail customers.*

27. Who are the parties that are involved in the SOP process start to finish? *Currently 2 parties are involved. The first person would be the back counter person and the second is the service advisor.*
28. Are special order forms completed in a legible manner so that the customer information can be read? *They are all computer generated from our system.*
29. Where are special order parts for the service department located? Who notifies the customer the part is in, and who determines when to send the parts back if no response is made by the customer? *Is anyone designated to follow up on SOP's, the lack of return? The special order parts for the service department are in parts on a shelf near the back counter. It is the service cashier's responsibility initially to let the customer know the parts are in. After that the front counter person reviews the SOP's weekly and sends an email to the service advisor to try and reach the customer and remind them that the parts will be going back once they hit 60 days.*
30. See if special order parts are carried in a separate section of the parts inventory to maintain control. Or they inserted into the regular inventory? *All special order parts go in one section away from the regular parts.*
31. Who administers and controls the Purchase Order system (DMS/book)? What dollar amount of fixed asset purchase can be made without approval above parts management level? Who sets and monitors these \$\$ levels and total open PO's and open PO \$'s? *Parts Manager. We do not have a set limit amount. Currently it is the controller.*
32. Does anyone other than the parts manager have direct purchasing authority from outside vendors? Who oversees the Parts Manager? (Double signatures, Perusing the Parts Dept. purchase invoices) *Yes. Both the Service Manager and Fixed Operations Director have purchasing authority. The Fixed Operations Director oversees the Parts Manager.*
33. Who established internal parts pricing policies? Are all internal purchases centralized and run through the Parts Department for control purposes? *The owner and controller established the internal parts pricing. Yes all internal purchases are run through the parts department.*
34. Does the value of the parts inventory on the parts computer exceed, or is it less than, the financial statement dollar amount? (Monthly Reconciliation Exercise) *The value of the parts inventory on the computer is lower than amount on the financial statement.*
35. If the accounting inventory value is higher than the parts computer, look for the parts inventory missing items (uncontrolled inventory). (Monthly Reconciliation Exercise) *N/A*

36. If the accounting inventory value is less than that of the parts inventory value does this indicate an abnormal condition? (If not, why?) (Monthly Reconciliation Exercise) *We just had a physical and it was off. Our controller and Parts manager our reconciling.*
37. If LIFO is used, when inventory value is used to calculate days' supply, etc., the actual value should include the LIFO reserve. *We do not use LIFO.*
38. Is there an employee responsibility to function chart as was discussed in class? Are there specific inventory transactions (Grading, Ordering, Receipting, Posting, Adjustments, Bin Count Inventory, Returns, Cores/Dirty Cores) assigned to each of the employees in the parts department? (Functions vs Employee Exercise) *Yes everyone in the department does receipting. I the parts manager handle all of the ordering and we have a dedicated employee to handle the inventory in the stock area.*
39. Who controls the training programs for the parts employees? When was it last reviewed? Is it part of a yearly review with the employee and is it part of the employee's pay plan? The HR department and our compliance officer. *Also I the parts manager monitor all of Ford certification requirements for my department.*
40. Are records kept of the training for each person and when did someone last take online DMS refresher training? Parts Catalog training? OE/Manufacturer specific training? *All records are kept and managed.*
41. Has your Parts Manager ever taken a departmental Financial Management class like the ATD Academy? When was the last time they attended any formal Parts Management training? *No my parts manager has not taken any training of that kind. We had an outside trainer come to the store and provided him with 2 days of training.*
42. A computer system diagram with specific terminal equipment positions should be made and a flowchart of work routine should be made. Determine if the equipment meets daily needs and if the equipment is in the right locations. Is the volume of business at a level that requires more system hardware, or does it require less? *I believe the previous had one but I have not seen it.*
43. How much of the replenishment/daily order is manually adjusted? Does it exceed 10%? Who makes the stock replenishment changes, and what are the reasons for the majority of those adjustments? When was it changed last and by whom? *Less than 10% of the replenishment/daily order is manually adjusted. I the parts manager makes those changes and I do so when I notice a trend.*
44. Is the trend of those changes in question #42 a positive or negative trend? *It is a positive trend.*

45. What is the percentage of stock order from the factory versus outside purchase (emergency purchases)? *Currently the split is 75% are factory versus 25% outside purchases.*
46. Where are the computer-generated management reports printed and stored are they used on a daily? (CDK MGR Report) How are the management reports utilized? *The reports are in my office in a file folder. Yes the reports are used to see how business is trending and if sales are up or down.*
47. Is the DMS Summary used to track inventory trends? When will you incorporate the DMS Scorecard that you learned about in class? Are there areas on the DMS scorecard that you couldn't find and if so who at the DMS is helping you to find those answers? *Yes. When I am the GM. Yes but my parts manager is new and some of the info was foreign to him.*
48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time) *When the computer or physical level goes to or below zero.*
49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time) *Yes they have.*
50. Are the transactions for each day reviewed by the parts manager to make certain that any adjustments made (plus or minus) are accurate? *Yes the parts manager reviews them daily.*
51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? Others in the dealership? *Yes but only to the Parts Manager.*
52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale? *Yes they are. All parts counter persons can track a lost sale.*
53. Who reviews the Lost Sales? When are they reviewed? *The parts manager. He reviews them monthly*
54. Are emergency ordered part numbers reviewed to see if they qualify to be phased in? Is the Test/Non Stock/Watch feature of the computer system utilized to test which parts to stock (Phase In)? *Yes emergency ordered part numbers are reviewed to see if they can be phased in. Yes.*
55. What demand history does it take to place a part on the inventory stock order or in inventory? Time limit and quantity are generally managed by Vendor Managed Inventory systems? *It requires 3 demands in 3 separate months over 12 months.*

56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO? *Not sure at this time.*
57. Are all parts sold by the department placed in the Parts inventory and then sold from the inventory? Do you stock any items that aren't in your inventory (Shop supplies, get ready, bulk fluids like washer solvent)? *Yes every part is put into our inventory. Yes our shop supplies are not inventoried.*
58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures? *They are both written and verbal. They are reviewed and updated by Parts Manager and the Controller.*
59. Who files damage claims on parts shipments received? *We have a designated parts counter person that handles all claims for damaged parts.*
60. Who receives parts orders, and how are they received? Is the original stock order transmitted to the factory cross-checked? What do you do about discrepancies? *We have a dedicated parts person who receives and checks all parts shipments against the packing slip from Ford. Yes they are cross-checked. If there is a discrepancy we file a claim with Ford.*
61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis? *Actually we do perpetual inventories monthly.*
62. Who applies and loads the monthly price updates? *The pricing updates are done by our DMS and checked by the parts manager.*
63. Are parts cost adjustments (monthly price updates, bin count irregularities and emergency purchases at more or less than OE cost) tracked by someone in the dealership or is a periodic inventory adjustment method utilized (like once a year)? *All of these items are checked by the Parts Manager.*
64. What adjustments were required after the last physical inventory to the dollar value, etc., of the inventory? *We had our physical at the end of January and are finalizing a solution to the discovered discrepancy.*
65. Are all obsolete parts that are on the inventory physically in the store? *Yes they are. However our obsolescence is really low.*
66. Are they separated into a special area to be controlled and tracked for sales history? Separate source? Change bin location by adding a J for easy identification by counter persons? *Some are and some are in with our regular inventory but still being tracked.*

67. Who verifies the completion of the repair orders between the first and second month they are reported in the work-in-process status? *The service advisors along with a service clerk.*
68. Do the Parts, Service and Body Shop Managers along with the Office Manager/Controller together follow up on all Work in Process (WIP) tickets and verify that they are closed out in a timely manner? *Each department head follows up on their WIP.*
69. Is a daily operating report of sales, gross profit etc., being provided to the parts manager for review by him (DOC)? *Yes.*
70. What is the months' supply of the inventory? Does this match the students calculations found in their FS Parts Excel template? Are too many parts stocked in the inventory based on this calculation? *Yes and no we could have a broader inventory than we do now.*
71. What is the true turn of the inventory? Does that match the students calculations found in their FS Parts Excel template? *The inventory true turn is 3.78. Not sure what month the parts manager used to answer the question.*
72. Is the inventory area large enough for the current level of business? Answers to this question can be obtained when the student does the FTFR (First Time Fill Rate) exercise. *Yes and with room to grow.*
73. Where are the Dealership's policy and procedures manuals located and who handles the review with the manager and his employees? Who has verified that the manual is located in an area that allows for easy access? *They are in the parts manager's office. The parts manager.*
74. Is your Parts Department locked up each night? Who has keys? *Yes the parts department is locked up at night and the department heads have keys.*
75. Do your Counter-people have a cash drawer? Who balances the drawer? *No they do not. Cashier.*
76. Is there a policy in place for overages for the cash drawer/balancing? *Yes there is.*
77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup? *Yes. All department heads have access to all cameras.*
78. What one thing can your organization do to help you do your job better? *Provide more training. NADA!*