

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
1/14/2019	10	5	2	3	50.00%
1/21/2019	10	3	1	6	30.00%
1/28/2019	10	9	1		90.00%
2/11/2019	5	1	1	3	20.00%
2/18/2019	5	3	0	2	60.00%
2/25/2019	10	8	1	1	80.00%
					#DIV/0!
Totals	50	29	6	15	58.00%

CDK			
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
Clean Core		#DIV/0!	# PIECES PART #
Dirty Core		#DIV/0!	
Total Inventory	\$0	#DIV/0!	

Activity	Value \$	%	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 g
Over 12 Months		#DIV/0!	Technical Obsolescence 2% is guide
New parts no sales		#DIV/0!	Minimal Amount
Total Inventory	0	#DIV/0!	

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 Templ
FTFR (FIRST TIME FILL RATE)

COLOR SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK....BUT..

OUCH !!!!!

ouch!!!

uide

OBSO POSITION

.75 TIMES \$ 0

PLUS 0

PLUS 0

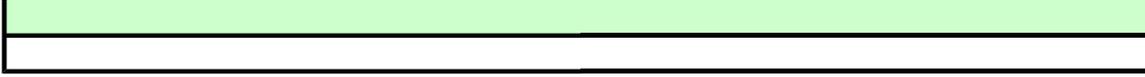
EQUALS #DIV/0! 0

Pass or 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%	
TOTAL	\$0	#DIV/0!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				
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	NADA		Notes
	Value	% of inven	Guide	
		#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!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				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 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	
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!	

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)

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

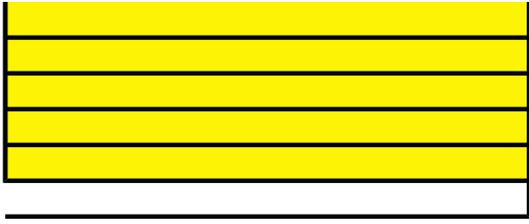
EQUALS #DIV/0! 0

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
INVENTORY AGING BY LAST SOLD						
		VALUE	%	ACUM %		INS
NEVER SOLD			#DIV/0!	#DIV/0!		
ONE YEAR AGO PLUS			#DIV/0!	#DIV/0!		THIS
ELEVEN MONTHS AGO			#DIV/0!	#DIV/0!		
TEN MONTHS AGO			#DIV/0!	#DIV/0!		THIS
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!		THIS IS YOUR ACT
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						CONFIRM DIRT

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat
OBSO POSITION (LINES 25 to 31 FROM ABOVE) (includes potential and technicle OBSO)
NEG-ON-HAND
CLEAN CORE (Provide the # of part #'s and # of pieces)
DIRTY CORE
LOST SALES CALCULATOR VS. ACTUAL
AVERAGE STOCK ORDER (this will help you calculate your true turnfound in the FS temp)
MONTHS SUPPLY (this calculation is found in the 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)



Lightyear				COLOR
Stocking Status	Inventory	% of Inventory	Guide	SCORING
INVESTMENT	Value			
Normal or Active Stock	\$126,527	45.97%	over 70%	GOOD
Automatic Phase Out	(\$4,021)	-1.46%	Less than 30%	WARNING
Dealer Phase Out	\$0	0.00%	Less than 1%	DANGER
Manual Order	\$0	0.00%	Less than 3%	GREAT
Non Stock Part \$'s	\$115,227	41.87%	Less than 5%	Seldom used
Non Stock Part #'s*	606	0.00%	Greater than 70% of PN's	OK....BUT..
No Phase Out			NA	OUCH !!!
			NA	
Clean Core	\$23,235	8.44%	# PIECES PART #	OUCH !!!!!
Dirty Core	\$14,245	5.18%	47 34	
Total Inventory	\$275,213	100.00%		ouch!!!

Lightyear

Activity	Value \$	% of Inven	%	Notes & Guides
1-2 Months	185,853		77%	ACTIVE INVENTORY at 75%
3-5 Months	24,050		10%	ACTIVE INVENTORY at 23%
6-11 Months	27,294		11%	75% will likely become Obso 2% is guide
Over 12 Months	4,607		2%	Technical Obsolescence 2% is guide
New parts no sales	0		0%	Minimal Amount
Total Inventory	241,804		100%	

OBISO POSITION			
.75 TIMES \$			20470.5
PLUS			4,607
PLUS			0
EQUALS		10%	25077.5

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBISO POSITION (LINES 20-22 FROM ABOVE)	FAIL
NEG-ON-HAND (MINUS-ON-HAND)	PASS
CLEAN CORE	FAIL
DIRTY CORE (RDCI) OR DONE MANUALLY	PASS
LOST SALES CALCULATOR VS. ACTUAL	FAIL
AVERAGE STOCK ORDER (Obtain data from your OE)	PASS
MONTHS SUPPLY (This calculation from your FS Template)	PASS
GROSS (TOTAL) TURNS (from your FS Template)	PASS
TRUE (STOCK) TURNS (from your FS Template)	FAIL
FTFR (FIRST TIME FILL RATE) (This is a post class assignment)	FAIL

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!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				PASS/ FAI
OBSO 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 THE FORD STORE MORGAN HILL

Student Name GEORGE TABAREZ

Academy Week FIXED OPS 1

Class & Student Number N345

Current Situation

Special Order Parts - "SOP"s Our parts department has what seems to be a significant amount of older aged parts that have been special ordered for customers. We do not have the correct follow up in place to get these parts put on customers vehicles before they are needed to be sent back or getting stuck with them. Currently after the customer is called one time by the front parts counter person it is left to the advisors to follow up with their customers to get them back in to put on SOPs.

Overall Objective:

Implement a better follow up system where special order parts are not forgotten about after making the initial calls to customers informing them their parts are in stock.

Proposed Timeline

Proposed timeline: Step 1 - Review current SOP process, Due Feb 28. Step 2 - Educate the parts and service teams why this process is not currently working, Due March 8. Step 3 - Implement new special order parts system, Due March 18. Step 4 - Make sure processes are being followed for the new process, Due Ongoing

Action Plan

Describe necessary actions to reach desired result: Step 1 - Review current SOP process, find where where these parts are falling through the cracks and being forgotten. Step 2 - Educate the parts and service teams how many parts we have here over 30 days old, this means less money in their pockets. Step 3 - After initial phone call is made for special order parts, the part/repair order/customer information will be entered into a spread sheet and sorted by date ordered and date received. This list will be distributed to our shop dispatcher and service admin every Monday to schedule these customers back in for service. When the repair has been completed they will be taken off the list. Dispatcher and service admin will work on list every week until we have nothing over 30 days. Step 4 - Management will oversee weekly our special order part list and hold dispatcher and service admin accountable when appointments are not scheduled.

Requirements

Meeting with Dealer: Propose the above action plan to the management team
1. Action Proposed: Presented to the dealer the faults of the current SOP process and explained the upside benefits of the action plan above.

Meeting with stakeholder(s) (dealership personnel):
2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain. 1. Initial training will be with the parts associates and service advisors to explain the current problems and the benefits of the new SOP procedure. 2. Weekly review with all parties involved will create an on going support of the new process. 3. Monthly reviews by the dispatcher will inform

Accountability: Monitoring progress:
Who: Parts counter, Parts Manager, Service Advisors, Service Manager and Service admin.
What: Parts orders parts and documented when arrived. 1st call made by parts to schedule appointment then entered into spread sheet with date ordered and date received. List circulated every Monday to dispatcher and service admin.
By When: implementation has started and should be complete by March 18th.
How: Weekly review and one on one consults.

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
4. Date(s) for review:

5. Estimated cost for implementation:

Projected Date of Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

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

