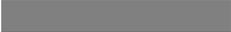


## First Time Fill Rate

VIP HONDA		NADA Motors	rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day
3/8/2019	5	4		1
3/9/2019	5	3		2
3/11/2019	5	5		0
3/12/2019	5	4		1
3/13/2019	11	9		2
3/14/2019	8	8		0
3/15/2019	10	7		3
3/16/2019	4	3		1
<b>Totals</b>	<b>53</b>	<b>43</b>	<b>0</b>	<b>10</b>



<b>Rate %</b>
<b>80.00%</b>
<b>60.00%</b>
<b>100.00%</b>
<b>80.00%</b>
<b>81.82%</b>
<b>100.00%</b>
<b>70.00%</b>
<b>75.00%</b>
<b>#DIV/0!</b>
<b>81.13%</b>



CDK Stocking Status INVESTMENT				Inventory Value	% of Inventory	Guide	COLOR SCORING
Normal or Active Stock					#DIV/0!	over 70%	GOOD
Automatic Phase Out					#DIV/0!	Less than 30%	WARNING
Dealer Phase Out					#DIV/0!	Less than 1%	DANGER
Manual Order					#DIV/0!	Less than 3%	GREAT
Non Stock Part #'s					#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*					#DIV/0!	Greater than 70% of PN's	OK....BUT..
Clean Core				#DIV/0!	# PIECES	PART #	OUCH !!!!!
Dirty Core				#DIV/0!			
Total Inventory				\$0	#DIV/0!		ouch!!!

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 guide
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	Pass or Fail ?
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 yo	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Temp	
FTFR (FIRST TIME FILL RATE)	

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

REYNOLDS 2213				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
INVESTMENT	Value			DANGER
Normal or Active Stock	\$213,463	63.86%	over 70%	GREAT
Automatic Phase Out	\$51,852	15.51%	Less than 30%	Seldom used
Dealer Phase Out	\$225	0%	Less than 1%	OK....BUT..
Manual Order	\$8,441	3%	Less than 3%	OUCH !!!!!!!!!!!
Non Stock Part \$'s	\$52,311	16%	Less than 5%	YIKES
Non Stock Part #'s*	618		Greater than 70% of PN's	
Core Clean	\$6,722	2%	pn pieces	
Core Dirty	\$775	0%	pn pieces	
Replace by hold RBH	\$503	0%	pn NA pieces	
			NA	
Total Inventory	\$334,292	100%		

REYNOLDS

Activity	Value	% of inventor	NADA Guide	Notes
Current	\$165,257	50.57%	75%	this is your current and active healthy parts inventory
1-3 Months	\$87,623	26.81%	included	
4-6 Months	\$35,259	10.79%	23%	
7-9 Months	\$8,954	2.74%	2%	65% Will likely become obso
10-12 Months	\$6,123	1.87%	included	85% Will likely become obso
13-24 Months	\$9,794	3.00%	0%	Technically Obsolete
25+ months	\$13,783	4.22%	0%	
<b>TOTAL</b>	<b>\$326,793</b>	<b>100.00%</b>		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				PASS/ FAIL
OBSO POSITION (LINES 23-26 FROM ABOVE)				FAIL
NEG-ON-HAND (MINUS-ON-HAND)				FAIL
CLEAN CORE				PASS
DIRTY CORE				PASS
LOST SALES CALCULATOR VS. ACTUAL				PASS
AVERAGE STOCK ORDER (NEEDED FOR FS)				FAIL
MONTHS SUPPLY (FS TEMPLATE)				PASS
GROSS (TOTAL) TURNS (from your FS Templ				PASS
TRUE (STOCK) TURNS (from your FS Templ				PASS
FTFR (FIRST TIME FILL RATE) (from your pa				PASS


<b>OBSO POSITION MATH DONE BELOW</b>		
<b>.65 TIMES THE 7-9 MONTH VALUE</b>	<b>\$5,820</b>	
<b>.85 TIMES THE 10-12 MONTH VALUE</b>	<b>\$5,205</b>	
<b>PLUS THE 13-24 MONTH VALUE</b>	<b>\$9,794</b>	
<b>PLUS THE 25+ VALUE EQUALS</b>	<b>\$13,783</b>	
<b>OBSO AS A % OF TOTAL</b>	<b>\$ 34,601.65</b>	<b>10.59%</b>

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 u
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 inver	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		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	

OB SO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VA	\$0	
.85 TIMES THE 10-12 MONTH	\$0	
PLUS THE 13-24 MONTH VALU	\$0	
PLUS THE 25+ VALU EQUALS	\$0	
OB SO AS A % OF TOTAL	\$ -	#DIV/0!

L

AUTO SOFT			
Stocking Status	Inventory	% of Inventory	Guide
INVESTMENT	Value		
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 Inver	%
			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% i
13-18 Months			#DIV/0! Technical Obsolescence 2% is gu
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 ?

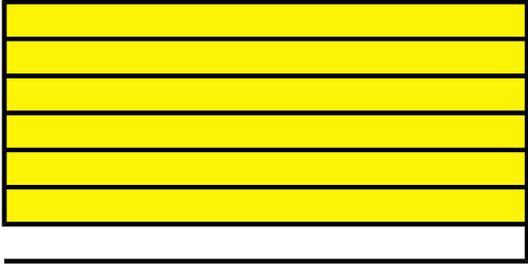


DEALER TRACK ARKONA		MONTH OF:				PROFILES
STATUS		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		#DIV/0!				See 9 D
ACTIVE PARTS: EXCESS STOCK		#DIV/0!				LESS THA
ACTIVE PARTS: UNDERSTOCKED		#DIV/0!				LESS THA
ACTIVE PARTS: TO PHASE OUT		#DIV/0!				LESS THA
TOTAL ACTIVE PARTS		#DIV/0!				70%
SUPERCEDED 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>						
		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 Supp
CORES WITH ON HAND						CONFIRM DIRT

<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>	
<b>GROSS (TOTAL) TURNS (from your FS Template)</b>	
<b>TRUE (STOCK) TURNS (from your FS Template)</b>	
<b>FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)</b>	





Lightyear				COLOR
Stocking Status	Inventory	% of Inventory	Guide	SCORING
INVESTMENT	Value			
Normal or Active Stock		#DIV/0!	over 70%	GOOD
Automatic Phase Out		#DIV/0!	Less than 30%	WARNING
Dealer Phase Out		#DIV/0!	Less than 1%	DANGER
Manual Order		#DIV/0!	Less than 3%	GREAT
Non Stock Part \$'s		#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*			Greater than 70% of PN's	OK....BUT..
No Phase Out			NA	OUCH !!!
			NA	
Clean Core		#DIV/0!	# PIECES PART #	OUCH !!!!!
Dirty Core		#DIV/0!		
Total Inventory	\$0	#DIV/0!		ouch!!!

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

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
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)	

|

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 u
		#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 inver	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
OBSCO 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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OBDO POSITION MATH DONE BELOW	
.65 TIMES THE 7-9 MONTH VA	\$0
.85 TIMES THE 10-12 MONTH	\$0
PLUS THE 13-24 MONTH VALU	\$0
PLUS THE 25+ VALU EQUALS	\$0
OBDO AS A % OF TOTAL	\$ - #DIV/0!

L

UCS SCORECARD				GOOD
Stocking Status	Inventory % of Inventory		Guide	WARNING
Observations	Value			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 inver	NADA Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current and active
3 to 6 Months		#DIV/0!	included	healthy parts inventory
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 templa				
TRUE (STOCK) TURNS (from your FS Templat				
FTFR (FIRST TIME FILL RATE) (from your part				

\$0.00	
\$0.00	
\$0	
\$0.00	#DIV/0!

## Departmental Action Plan

Dealership **VIP HONDA**

Academy Week

Class &

### Current Situation

One of the areas we struggle with at VIP Honda is accessory sales. In fact we extremely low in our zone. I was surprised to learn that the average customer new vehicles. We are a grossed based store in an extremely competitive market. In the aftermarket accessory segment it will give us another avenue to pursue gross

### Overall Objective:

The goal is to earn a percentage of the lucrative aftermarket accessory segment on preowned vehicles. We would like to increase our accessory sales from our previous year. In 2018 we sold 1600 new vehicles, this would increase our revenue by \$640k

### Proposed Timeline

This is going to take some time, we need to change pay plans and employ new sales and sales management team have toward accessorized vehicles. The change pay plans and purchase the equipment we deemed necessary to start will include accessory spiffs by 04/01/19. The sales department accessory spiffs will be implemented by 03/29/19. All showroom vehicles will be accessorized by 03/29/19. There are now plans for a car showroom, this will not be completed until sometime in May. We expect to

### Action Plan

**INCENTIVIZE!!** This is going to be the key to overcoming the negative attitude

### Requirements

1. Mr. Vince and I discussed this idea on several occasions and the above action sales managers were present at a few and objected strongly, expressing their concerns that this threatens the sale or they lose money giving away the accessories to make the compensation was generous enough the sales team would be able to overcome. We would give this plan three months and reevaluate if need be.

2. Ultimately I will be responsible for this plan of action however I will be relying on the sales board to need to support this plan for it to have any chance of success and they need 10 meetings a week and I will take those meetings as opportunities to encourage accessories. There will be an accessory board along side of the sales board to track commissions made.

3. The accessory board will be updated daily and reviewed three times per week with the owner and I will meet in three months to evaluate our progress and make any adjustments. Accessories sold will be awarded in October.

4. Daily board update beginning 04/01/19. Meetings three times per week to review and meeting with the owner Mr. Vince in June to evaluate our progress.

5. \$10k-12K for the floating tire display, new racks and lighted display cabinet, etc.

Projected Date of Completion:

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

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

Impact Areas:  
Sales / Gross / Expenses / Net Profit / CSI /

Student Name **KELLY KHATIB**

Student Number **339B**

were recently ranked last in the district and purchases \$1500 dollars in accessories on net, if we can get a percentage of this

ent and increase gross per new and certified present of under \$200 per vehicle to over \$600. per year.

n and or additional spiffs to overcome the bias the owner has given me the green light to this process. The sales managers pay plans spiffs will be increased and reviewed by 04/01/19. in place to build an accessory area in the new see an immediate improvement from less

my sales team and manager have towards selli

1 plan is the cumulation of those meetings. The believes that the sale of accessories either the sale. However we all agreed that if the ne most objections. It was agreed that we

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

on my sales managers to close the deal. They  
to sell it to the sales team. I hold three sales  
and recognize the salesmen who have sold  
so everyone can track their progress and

by management. The sales managers, the  
necessary adjustments. The trip for most

new beginning 04/01/19. Monthly managers  
.

television, computers and monitors and lounge fu

