

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
2/13/2018	12	12	12	0
2/13/2019	6	4	4	2
2/13/2019	3	3	3	0
2/14/2019	8	5	5	3
2/14/2019	8	5	3	0
2/14/2019	8	7	6	1
3/4/2019	9	9	9	0
3/4/2019	12	9	11	1
Totals	66	54	53	7



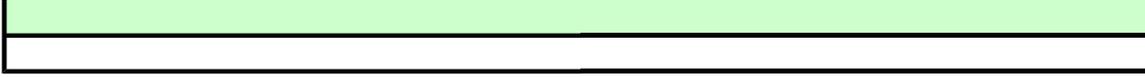
Rate %
100.00%
66.67%
100.00%
62.50%
62.50%
87.50%
100.00%
75.00%
#DIV/0!
81.82%



REYNOLDS 2213			
Stocking Status	Inventory Value	% of Inventory	Guide
INVESTMENT			
Normal or Active Stock	\$1,661,192	79.59%	over 70%
Automatic Phase Out	\$210,193	10.07%	Less than 30%
Dealer Phase Out	\$6,063	0%	Less than 1%
Manual Order	\$17,158	1%	Less than 3%
Non Stock Part \$'s	\$79,297	4%	Less than 5%
Non Stock Part #'s*	22549	68%	Greater than 70% of PN's
Core Clean	\$82,450	4%	pn pieces
Core Dirty	\$18,146	1%	pn pieces
Replace by hold RBH	\$12,622	1%	pn 87 pieces
			NA
Total Inventory	\$2,087,121	100%	

REYNOLDS

Activity	Value	% of inventory	NADA Guide	Notes
Current	\$959,068	48.28%	75%	this is your current a
1-3 Months	\$612,514	30.83%	included	healthy parts invento
4-6 Months	\$224,950	11.32%	23%	
7-9 Months	\$107,634	5.42%	2%	65% Will likely become
10-12 Months	\$52,441	2.64%	included	85% Will likely become
13-24 Months	\$22,586	1.14%	0%	Technically Obsolete
25+ months	\$7,331	0.37%	0%	
TOTAL	\$1,986,524	100.00%		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				
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				
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				





Departmental Action Plan

Dealership Mercedes-Benz of Arlington

Student Name

Academy Week Parts Dept

Class & Student Number

Current Situation

We currently do not have the best parts dept personell looking up parts and doing our estimate struggle with a lot of socializing at the rear parts counter.

Overall Objectiv

Our overall objective would be to move our parts personell into the right places and ensure the looked up and estimates are being given in a efficient manner and that they are accurate.

Proposed Time

We would like to have our process fine tuned by the end of June 2019

Action Plan

We have moved our most efficient parts counter people to the rear counter, We have moved ot shop in specifier rooms for fast moving parts. We have shut off access to the rear parts counte Techs have been instructed to use our internal text program or phone to contact with the rear c

Requirements

Meeting with Dealer: I have spoken with Ralph Mastantuono our GM, He has approved this act

1. Action Proposed: Move parts personal and close access to rear parts counter.

2. We have met with all parties involved and explained the end goal.. We want to sell more parts and keep the Techs in their bay for more time during the day.... Everyone has been trained on computers have the appropriate access. Our Shop manager has come up with a written procedure.

3. This will be monitored and measured by our Parts Manager and Service Manager as well as General Manager. We will monitor quality of parts estimates and sales to ensure we are moving in the correct direction.

4. Our check points would be "managing by walking around" tweaking and adjusting things as well as biweekly meetings to discuss situations seen by some but not all and come up with solutions/adjustments.

5. Cost for implementation.... We are moving the right people to the right places in the parts department out to rooms in our shops, and add a wall to our back counter... for \$78000.00 or so.

Projected Date of Completion: 06/30/2019

Sponsor Signature: Ralph Mastan

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

we hope to see improvement in sales and gross. Along with improved Customer retention due to being able to have the correct parts in stock and quick accurate estimates given.

Dave Smith

N346

es for the shop. We also

e correct parts are being

her parts personal into the
r to reduce socialization. Our
counter.

ion.

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

in a more efficient manner
the internal text program, all
press.

General Manager. We will

we see need to be. Having
actions to correct them.

Department, We have had to build

tuono

repair vehicles quicker by having