

POST ACTION PLAN.

GOING FORWARD ONE OF MY CHALLENGES FOR OUR PARTS DEPARTMENT IS FOCUSING ON RETAINING MORE GROSS IN OUR WHOLESALE OPERATION. CURRENTLY WE RETAIN 17% IN GROSS WHICH IS OFF ABOUT 5% ACCORDING TO GUIDE WHEN IT COMES TO HIGHLINE STORES. I HAVE 1 WHOLESALE MANAGER AND 2 PARTS DRIVERS. IN 2018 WE DID 2.4 MILLION DOLLARS IN SALES. HAVING 2 TRUCKS HAS BECOME A MAJOR EXPENSE TO THE STORE BETWEEN THE MAINTENANCE & TOLLS/GAS/TICKETS IN NYC METRO AREA. IN ADDITION WE HAVE NOTICED CERTAIN SHOPS WITH FREQUENT RETURNS.

WHOLESALE PLAN OF ACTION

- CURRENTLY OUR WHOLESALE OPERATION RETAINS 17% OF GROSS.
- WE ARE ABOUT 5 % OFF THE GUIDE FOR A HIGH-LINE DEALERSHIP
- PUT A POLICY IN PLACE FOR RETURNED PARTS IF THE SAME SHOPS HAVE A HABIT WHEN IT COMES TO RETURNS WE MAY HAVE TO PUT A RESTOCKING FEE CHARGE IN PLACE

- FOR THE YEAR OF 2018 OUR WHOLESALE BUSINESS DID 2.4MIL IN SALES.
- ITS OBVIOUS THAT THE BUSINESS IS THERE WE JUST NEED TO GO THRU EACH OF OUR ACCOUNTS AND COME UP WITH A BETTER PLAN WHEN IT COMES TO DISCOUNTS.
- DEPENDING ON THE FREQUENCY AND THE AMOUNT OF ORDERS SOME SHOPS SHOULD BE REWARDED
- ON THE OTHER HAND SOME OF THE ACCOUNTS MAY NOT BE WORTH KEEPING.
- CURRENTLY WE HAVE 1 WHOLESALE MANAGER AND 2 DRIVERS
- EVALUATING PERSONNEL & LOOKING INTO OUTSIDE VENDORS WHEN IT COMES TO DRIVERS WOULD REDUCE LIABILITY/EXPENSE

- OUR DEALERSHIP IS IN THE NY METRO AREA SO THE AMOUNT OF MONEY WE SPEND ON TOLLS AND GAS IS SUBSTANTIAL

REDUCING OBSOLENCES PLAN OF ACTION

- CURRENT OBSOLENCES SITUATION WE WERE AT 10% IN 2018. GUIDE IS 5%
- Having a policy and understanding as a dept of what is a "lost sale" ... then record lost sales
- USING THE DMS SCORECARD/GUIDE WILL BE BENEFICIAL
- REDUCING OUR INVENTORY BUT HAVING THE RIGHT MIX OF PARTS
- KEEPING THE RIGHT PARTS IN STOCK SO OUR TECHS ARE PRODUCTIVE AND OUR CSI IS NOT EFFECTED
- OUR PARTS DEPT STORAGE IS LIMITED AND THE DISTRIBUTION IS 15 mins away we need to better utilize this
- LASTLY WHOLESALE RETURNED PARTS CAN BE EFFECTING THIS
- NEED TO HAVE BETTER FOLLOW-UP ON CUSTOMERS WITH S.O.P's
- use the list provided by the NADA instructors to sell off or donate the obsolescence parts