

First Time Fill Rate

DEALERSHIP NAME		Pomoco CJDR			rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day	Rate %	
1/17/2019	1	1		0	100.00%	
1/21/2019	1	1		0	100.00%	
1/23/2019	1	1		0	100.00%	
1/25/2019	4	2		2	50.00%	
2/1/2019	4	1	1	2	25.00%	
2/4/2019	4	3		1	75.00%	
2/5/2019	2	2			100.00%	
2/6/2019	1			1	0.00%	
2/8/2019	3	3			100.00%	
2/13/2019	2	2			100.00%	
2/18/2019	3	3		0	100.00%	
2/19/2019	1			1	100.00%	
2/20/2019	1	1			100.00%	
2/21/2019	1			1	0.00%	
2/22/2019	1			1	0.00%	
2/27/2019	1			1	100.00%	
3/4/2019	4	3		1	75.00%	
3/5/2019	6	5		1	83.33%	
3/6/2019	5	3		2	60.00%	
3/7/2019	4	4			100.00%	
Totals	50	35	1	14	70.00%	

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!!!

OBSO POSITION

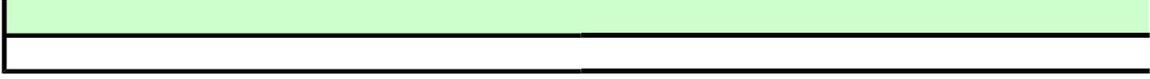
uide	.75 TIMES \$			0
	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

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				
OBESO 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 Value	% of inven	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!		
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	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
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 ?

End of Feb 2019

DEALER TRACK ARKONA		MONTH OF:			PROFILES GUIDES	
STATUS		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		10.60%	1,004	434	\$35,340.00	See 9 D
ACTIVE PARTS: EXCESS STOCK		63.50%	1,783	12,497	211,803.00	LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCKED		2.50%	227	91	8,260.00	LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT		0.00%	0	0	0.00	LESS THAN 30%
TOTAL ACTIVE PARTS		76.50%	3,014	13,022	\$255,403.00	70%
SUPERCEDED W/ON HAND		4.60%	102	523	15,300.00	LOW DBL NUMBERS
INACTIVE W/ON HAND		18.90%	1,050	3,074	62,981.00	LESS THAN 30% these are Auto Phase Out Parts
INACTIVE PART NUMBER # AND %		0.00%	0	0	0.00	
TOTAL INV. TO SELL		100.00%	4,166	16,619	\$333,684.00	
CORES ON HAND			42	359	5,653.00	LOW PIECE COUNTS
NEG-ON-HAND			1	1	294	LOW DBL NUMBERS
TOTAL OF INVENTORY			4,209	16,977	\$339,043.00	
PARTS ON OPEN R. O.'S			272	398	18,333.00	ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY			4,481	17,375	\$357,377.00	
NOT ON FACTORY MASTER			4,461	2,263	28,577.00	MINIMAL
PARTS WITH OUT COST			126	127	0	MINIMAL
INVENTORY AGING BY LAST SOLD						
		VALUE	%	ACUM %	INSTRUCTORS NOTES	
NEVER SOLD		34,515	10.20%	10.20%	THIS IS TECHNICAL OBSO	
ONE YEAR AGO PLUS		23,520	6.90%	17.10%		
ELEVEN MONTHS AGO		6,106	1.80%	18.90%	THIS IS POTENTIAL OBSO	
TEN MONTHS AGO		6,300	1.90%	20.80%		
NINE MONTHS AGO		5,573	1.60%	22.40%	THESE PARTS WILL BE IN A "AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6	
EIGHT MONTHS AGO		8,376	2.50%	24.90%		
SEVEN MONTHS AGO		9,074	2.70%	27.60%		
SIX MONTHS AGO		10,509	3.10%	30.70%		
FIVE MONTHS AGO		17,304	5.10%	35.80%		
FOUR MONTHS AGO		22,182	6.50%	42.30%		
THREE MONTHS AGO		32,553	9.60%	51.90%	THIS IS YOUR ACTIVE HEALTHY PARTS INVENTORY	
TWO MONTHS AGO		38,011	11.20%	63.10%		

ONE MONTH AGO		104,711	30.80%	93.90%	
CURRENT MONTH		21,175	6.20%	100.10%	
TOTAL INVENTORY			100.10%		Guide is 1.5 Months Supply
CORES WITH ON HAND		5,753			CONFIRM DIRTY & CLEAN STATUS (see below)

March 11 2019

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 25 to 31 FROM ABOVE) (includes potential and technicle OBSO)	Fail
NEG-ON-HAND	Pass
CLEAN CORE (Provide the # of part #'s and # of pieces)	114 Parts and 169 Pieces
DIRTY CORE	41 Parts and 367 Pieces
LOST SALES CALCULATOR VS. ACTUAL	10544.16 VS 331.25
AVERAGE STOCK ORDER (this will help you calculate your true turnfound in the FS temp)	45018
MONTHS SUPPLY (this calculation is found in the FS template)	2.2 Financial St 1.8 Mgt Report
GROSS (TOTAL) TURNS (from your FS Template)	5.4
TRUE (STOCK) TURNS (from your FS Template)	1.4
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)	70%

COLOR
SCORING
GOOD
WARNING
DANGER
GREAT
Seldom used
OK....BUT..
OUCH !!!

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

Lightyear				
Activity	Value \$	% of Inven	%	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%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is
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!!!

% is guide

guide

Pass or Fail ?

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 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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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!

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 Pomoco CJDR of Newport News

Academy Week Parts Week #2

Class & :

Current Situation

As parts week was approaching I was spending a lot of time working in that department. The parts team did everyday and what things frustrated them I immediately knew first. Our store was in desperate need of a Special Order Parts Process. When I had one he reached into a drawer and presented me with one that was written it was time for a new one.

Overall Objective:

The first thing was to introduce this at our weekly service and parts meeting. I promoted to General Manager. I explained to everyone what I witnessed work that these parts were never prepaid for did not make good business sense. Next service department that the parts department would now have to find a way to get a person in the meeting to come up a process that they believed would work be at our next week's meeting.

Proposed Timeline

The next week all the service and parts managers presented their processes. before I went to Parts week. After putting in steps I believed were important to get on paper would just be the beginning of my mission to making it a permanent service and parts team began using the SOP process. As soon I returned my how the SOP process was or was not working. After hearing of the initial observations I will tweak the SOP process and make March 11 as our new date to have it rewritten.

Double click the Action Plan Box

Action Plan

The action plan started with having everyone participating in the SOP process:

Requirements

1. Meeting with Dealer: As you might think the dealer principal is on board with not have unnecessary capital tied up in special order parts is a plus for him and he has been involved from the beginning because he attends my weekly service and

2. Meeting with stakeholder(s) (dealership personnel): Since coming back from morning meetings with the service advisors 3 days a week. I get with them 15 different topics that I think need to be covered. The one topic I mention often reminders and training is important in making sure the staff understands how

3. Accountability: Monitoring progress: The SOP process has now become one my service and parts meeting. I ask everyone if they are experiencing any pu need the managers working together with this process and any others I put in is critical. Spot checking the service advisors and parts team.
Who: Every manager and service/parts member who has involvement with sp

4. Describe checkpoints that have been established to measure progress: Like constant supervision of the written process. This is done everyday by spot cl management meetings. Monthly with the review with the parts manager of his
Date(s) for review: Daily, Friday management meetings, monthly parts manag

5. Estimated cost for implementation: There has been zero cost associated with

Projected Date of Completion: 3/11/2019

Sponsor Signature: R.Gallaer

T (± Metrics)

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI / Since this Action Plan just went into e metrics to provide as of yet. Our CSI has improved this month to an all time high in our service de service gross since we switched over to DealerTrack in 2013. Not sure if adding another level of pr but I am sure it helped. I do know the customers have no issue paying for their parts upfront and I customers and advisors has improved. This process will have a direct effect on our Gross and Net allowance we will then be able to use the return allowance for more current situations.

Student Name Dave Lawson

Student Number N347-08

department. Once I started to understand what few what one process needed to be dealt with n I asked the Service Director if the store ever i in 1993. Outdated and obviously never used

This is something I started having once I was king in parts without a SOP process. The fact lot to mention the lack of concern from the o return these parts or sell them. I asked each st for our store and be prepared to present it

My goal was to have the process developed he process was created. I knew just getting it : process. While I was away for Parts week the plan was to bring everyone together to see tacles they were running into I decided to en and implemented.

s development. This was important so there wa

this new process. This fact that he will now nd the dealership. The dealer principal has parts meetings.

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

Parts week I have decided to now start having 5 minutes before we open and run through and retrain on is the SOP process. Weekly important the process is.

of the four main topics I cover every Friday in shback from our service and parts staff. I place. Open communication in our meetings special order parts.

I mentioned above the checkpoints are checking it in action. Weekly in our special order parts report.

er one on one meeting.

the new SOP process.

ffect towards the middle of March I do not have any department and we are having our best March in total professionalism to SOP process had anything to do with it I also know now the communication between the Profit. Once we clean up the old parts using our return

