First Time Fill Rate

DEALERSHIP NAME		NADA Motors	First time fill rate	
DATE	RO'S	1st Time	Day	Same Day
3/18/2019	5	5	5	0
3/19/2019	4	3	0	1
3/20/2019	5	3	0	2
3/21/2019	6	6	6	0
3/22/2019	8	7	1	0
3/24/2019	2	0	2	0
3/25/2019	4	4	4	0
3/26/2019	5	5	5	0
3/27/2019	5	5	5	0
3/28/2019	2	2	2	0
3/29/2019	1	0	0	1
3/30/2019	3	2	2	1
Totals	50	42	32	5

42

Rate %
100.00%
75.00%
60.00%
100.00%
87.50%
0.00%
100.00%
100.00%
100.00%
100.00%
0.00%
66.67%
#DIV/0!
#DIV/0!
#DIV/0!
84.00%

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 Templa

FTFR (FIRST TIME FILL RATE)

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

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

uide

Pass or Fail ?

REYNOLDS 2213 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		
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				
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 FSTempla				
TRUE (STOCK) TURNS (from your FS Templa				
FTFR (FIRST TIME FILL RATE) (from your par				

GOOD	
WARNING	
DANGER	
GREAT	
Seldom used	
OK….BUT..	
OUCH !!!!!!!!!!	
YIKES	

and active

ory

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

obso

obso

PASS/ FAIL

AUTO MATE Stocking Status INVESTMENT	Inventory Value	% of Inventory		Guide
Active parts	$88,689	32.97%		over 70%
Auto Phase Out Parts	$99,262	36.90%		Less than 30%
Dealer Phase Out Parts	$478	0%		Less than 1%
Manual Order Parts	$2,281	1%		Less than 3%
Non Stock Part $'s	$70,249	26%		Less than 5%
Non Stock Part #'s*	6819			Greater than 70% of PN's
Core Clean	$8,061	3%	pn	pieces
Core Dirty		0%	pn	pieces
		0%		
Total Inventory	$269,020	100%		

AUTO MATE

Activity	AUTO MATE Value	% of inven	NADA Guide	Notes
	$46,133	17.68%		this is your current a
Current to 3 Months	$51,864	19.87%	75%	healthy parts invento
4-6 Months	$40,271	15.43%	23%	
7-9 Months	$21,898	8.39%	2%	65% Will likely become
10-12 Months	$25,461	9.76%	included	85% Will likely become
over 12 Months	$75,330	28.87%	0%	Technically Obsolete
		0.00%		
TOTAL	$260,957	100.00%		

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

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 FSTemplate)

TRUE (STOCK) TURNS (from your FS Template)

FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)

GOOD	
WARNING	
DANGER	
GREAT	
Seldom used	
OK….BUT..	
OUCH !!!!!!!!!	
YIKES	

Additional Data Available From Auto Mate

DP2	**Total Idle Capital**
DP3	**Negative On Hand**
DP4	**Parts with no bin**
DP5	**Parts with no cost**
DP6	**Monthly Closing Inv Value**
DP7	**Lost Sales**
Value of Stocking parts with MNS 6-11 Mo.	
Value of Stocking parts with MNS 12 Plus Mo.	
Value of Non-Stock Parts w MNS 3-5	
Value of Non-Stock Parts w MNS 6-8	
Value of Non-Stock Parts w MNS 9-11	
Value of Non-Stock Parts w MNS 12 Plus	

nd active
ory

	OBSO POSITION MATH DONE BELOW	
obso	.65 TIMES THE 7-9 MONTH VALUE	$14,234
obso	.85 TIMES THE 10-12 MONTH VALUE	$21,642
	PLUS THE 13-24 MONTH VALUE	$75,330
	PLUS THE 25+ VALU EQUALS	$0
	OBSO AS A % OF TOTAL	$ 111,205.55

42.61%

OUCH !!!!!!!!!
YIKES
GOOD
GOOD
Seldom used
DANGER
DANGER
DANGER
DANGER
GOOD

	$ Value	Grade
	78287	
	715	
	15974	
	18	
	260961	
	0	
	2602	GOOD
	34	GOOD
	18424	WARNING
	25726	WARNING
	27523	DANGER
	80364	DANGER
	154673	

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

s guide

ide

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 "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)	

	COLOR
GUIDES	**SCORING**
	GOOD
	WARNING
N 1 %	**DANGER**
N 1 %	**GREAT**
N 30%	**Seldom used**
	OK....BUT..
NUMBERS	**OUCH !!!**
N 30% these are Auto Phase Out Parts	
E COUNTS	
NUMBERS	
S AVG SALES	
TRUCTORS NOTES	
IS TECHNICAL OBSO	
IS POTENTIAL OBSO	
AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6	
TIVE HEALTHY PARTS INVENTORY	
y	
Y & CLEAN STATUS (see below)	
Pass or Fail ?	
#DIV/0!	
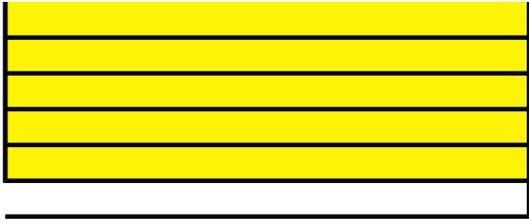
Lightyear Stocking Status INVESTMENT	Inventory Value		% of Inventory		Guide		
Normal or Active Stock			#DIV/0!		over 70%		
Automatic Phase Out			#DIV/0!		Less than 30%		
Dealer Phase Out			#DIV/0!		Less than 1%		
Manual Order			#DIV/0!		Less than 3%		
Non Stock Part $'s			#DIV/0!		Less than 5%		
Non 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!!!	

	OBSO POSITION		
% is guide	.75 TIMES	$	0
guide	PLUS		0
	PLUS		0
	EQUALS	#DIV/0!	0
Pass or Fail ?			

PBS SCORECARD Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide		
				GOOD	
				WARNING	
				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
1-3 Months		#DIV/0!	included	healthy parts inventory
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 FSTemplate)				
TRUE (STOCK) TURNS (from your FS Template)				
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)				

sed
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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 Stocking Status Observations	Inventory Value	% of Inventory	Guide	
				GOOD
				WARNING
				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
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 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 | Mark Sweeney Buick GMC

Academy Week | NADA 345 FIXED OPERATIONS 1 PARTS | **Class & :**

Current Situation
We have an opportunity to increase our accessory sales. We are currently no
display parts or accessory items....it is empty. We also have a display case in
point of sale accessory items (shirts, hats, pens, license frames, wax, seasona
the showroom, and other areas with high customer traffic.

Overall Objective:
The objective is simple...to increase accessory sales and to provide a better s

Proposed Timeline
The ability to order accessories online has already been activated. Customers
shipped to their home address or to the dealership from the dealer website or
Buick" or "My GMC". Installing shelving at the customer counter is scheduled
also currently on display with promotional/seasonal items.

Action Plan
Describe necessary actions to reach desired result: 1) Set up a way for a cust

Requirements

1. Meeting with Dealer: A meeting with the dealer, the action plan was discussed

Action Proposed: 1)The ability for a customer to order accessories online. 2)
counter to display accessory items for sale. 3) Stock a display case in the sho
appeal to new and used buyers at the time of sale.

2. Meeting with stakeholder(s) (dealership personnel):I met with the parts manag
staff as well as the office. All parties have been informed of the goal/desire to
as in the store.

Describe what is in place to support desired goal:Sales staff has been trained
app to assist a customer in ordering accessories via their phone. Sales staff i
Rewards" which are given to the customer by General Motors at the time of sa
Points" instantly to receive up to a $150 voucher to accessory items for their i
look for the voucher payments paid by General Motors weekly on the activity i
Training / Coaching / ±Consequences related to results / Pain & Gain

3. Accountability: Monitoring progress:All accessory sales are now being posted
track our accessory sales.
Who: General Manager, Parts Manager, Office Manager are involved in the acc
What:
By When:
How:

4. Describe checkpoints that have been established to measure progress:The G
Manager are all reviewing accessory sales on a weekly basis.
Daily / Weekly / Bi-weekly / Monthly /

Date(s) for review:

5. Estimated cost for implementation: The ability to order accessories online co

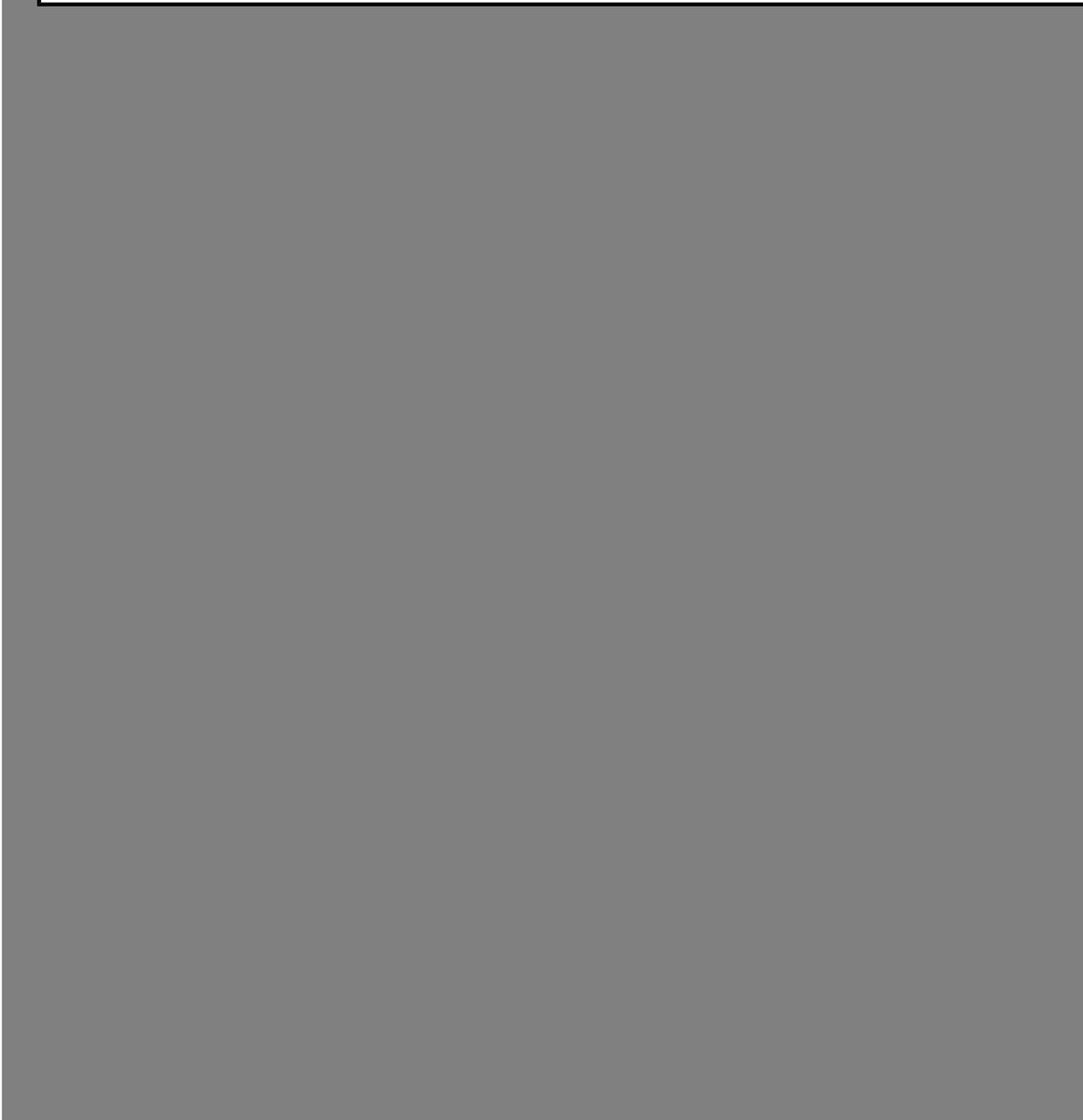| **Projected Date of Completion:**	Steps 1 and 3 have already been completed. Step 2 is to be completed in late April	**Sponsor Signature:**	**Mark Swe**

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

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

Student Name | Scott Sweeney

Student Number

t utilizing our customer parts counter to
storage that could be filled with fun customer
al items) and the case could be displayed in

hopping experience for our customers.

s can now order, pay for, and have accessories
through a vehicle owner app called "My
d to take place in late April. The display case is

omer to order accessories online. This has alre

d, and the dealer is in full support.

To install shelving at the customer parts
owroom with accessory items that would

jer, parts counter people, new and used sales
offer accessories to customers online as well

on how to use the "My Buick" or "My GMC"
is also informing the customer about "My
ile. The customer can use these "Reward
new vehicle. The office and general manager
report, to ensure payments are being received.

d to account 484 on our financial statement to

ountability

eneral Manager, Parts Manager, and Office

sts $179 per month. General Motors charges 79

eney