First Time Fill Rate

DAN DEERY CDJR		First time fill rate		
DATE	RO'S	1st Time	Same Day	Day
4/4/2019	7	5	0	2
4/5/2019	6	5	0	1
4/6/2019	4	3	0	1
4/8/2019	7	4	1	2
4/9/2019	7	5	1	1
4/10/2019	8	7	0	1
4/11/2019	6	5	1	0
4/12/2019	5	4	1	0
Totals	50	38	4	8

38

Rate %
71.43%
83.33%
75.00%
57.14%
71.43%
87.50%
83.33%
80.00%
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
76.00%

CDK Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide		COLOR SCORING
Normal or Active Stock	$193,030	77.59%	over 70%		GOOD
Automatic Phase Out	$15,534	6.24%	Less than 30%		WARNING
Dealer Phase Out	$0	0.00%	Less than 1%		DANGER
Manual Order	$446	0.18%	Less than 3%		GREAT
Non Stock Part $'s	$39,759	15.98%	Less than 5%		Seldom used
Non Stock Part #'s*	6,698	69.27%	Greater than 70% of PN's		OK....BUT..
Clean Core		$0	0.00%	# PIECES	PART #	OUCH !!!!!!
Dirty Core		$0	0.00%			
Total Inventory	$248,769	100.00%			ouch!!!

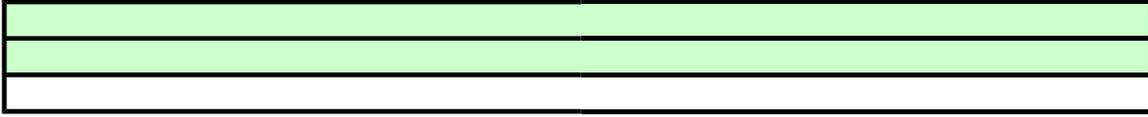| Activity	Value $	%	Notes & Guides
0-3 Months	151,591	61%	ACTIVE INVENTORY at 75%
4-6 Months	32,462	13%	ACTIVE INVENTORY at 23%
7-12 Months	32,148	13%	75% will likely become Obso 2% is guide
Over 12 Months	9,501	4%	Technical Obsolescence 2% is guide
New parts no sales	23,067	9%	Minimal Amount
Total Inventory	248,769	100%	

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 you	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Templa	
FTFR (FIRST TIME FILL RATE)	

OBSO POSITION			
.75 TIMES	$		24111
PLUS			9,501
PLUS			23,067
EQUALS		23%	56679

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!			

<p align="center">REYNOLDS</p>

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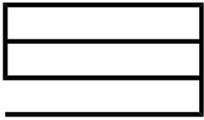
GOOD	
WARNING	
DANGER	
GREAT	
Seldom used	
OK....BUT..	
OUCH !!!!!!!!!!	
YIKES	

nd active	
ory	

	OBSO POSITION MATH DONE BELOW	
obso	.65 TIMES THE 7-9 MONTH VALUE	$0
obso	.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!
PASS/ FAIL		

AUTO MATE Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide		
				GOOD	
				WARNING	
				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!			

<div align="center">AUTO MATE</div>

Activity	AUTO MATE Value	% of inven	NADA Guide	Notes
		#DIV/0!		this is your current and active
Current to 3 Months		#DIV/0!	75%	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
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 FSTemplate)				
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 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			
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

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 ":
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

$ 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!
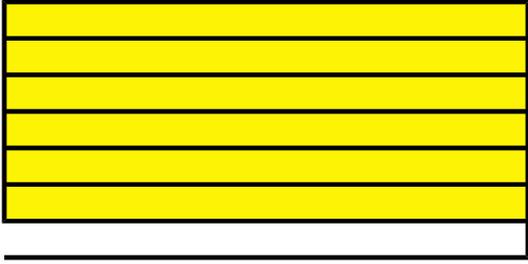
Lightyear Stocking Status INVESTMENT	Inventory Value		% of Inventory		Guide		
Normal or Active Stock			#DIV/0!		over 70%		
Automatic Phase Out			#DIV/0!		Less than 30%		
Dealer Phase Out			#DIV/0!		Less than 1%		
Manual Order			#DIV/0!		Less than 3%		
Non Stock Part $'s			#DIV/0!		Less than 5%		
Non 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	Inventory	% of Inventory	Guide	GOOD
Observations	Value			WARNING
Active Stock (0-6 month activity)			over 70%	DANGER
				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			NADA	
Activity	Value	% of inven	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 | Dan Deery Chrysler Dodge Jeep Ram

Academy Week | Fixed Operations - Parts | **Class &**

Current Situation

Special Order Parts Process.
We have parts that were specially ordered for customers that are still si
and obviously not all customers are coming back to get them installed. On top
ANY of the parts. We are getting about 70% of the customers back in a timely i

Overall Objective:

The overall objective is to move the needle on that 70% to 95%. We have over !
old. We also need to clear those items out of the bins. We do not want any spe
now we aren't taking any money on any of the parts we special order. We will i
front, before we order and install.

Proposed Timeline

May 1st - Review out current special order part process. May 1st - Present our
advisors, part advisors and managers. Will will implement our new special ord
focusing on collecting the money from the customers up front. 100% of the co
special order bins; how many parts are older than 30 days? Has every special

Action Plan

Describe necessary actions to reach desired result: We need the service advis
connected at the hip. When service diagnoses and sells the parts/service, they
department to pay for the parts before they leave. We won't have as many part
have already paid for it and will want to come get it. After 60 days, we will put |
money will not be refunded. Service appointment setters will call these custom
set and stone. Customer won't drop off the list until work is completed or 60 d

Requirements

Meeting with Dealer:

1. Action Proposed: Purpose action plan to dealer, service manager and parts m

2. Meeting with stakeholder(s) (dealership personnel): meet with service advisor

Describe what is in place to support desired goal: We will review our new proc
consequence will be the change - our employees and customers have never p
need to be explained to customers and done 100% of the time. We do it for ou
require more billing, as customers will pay for parts now & service later. Howe

3. Accountability: Monitoring progress:
Who: GM, Parts Manager, Counter employees, Service Manager, Service Advis
What: Working together to order parts efficiently, communicate with service w
front for parts order - 100% of the time. No exceptions
By When: Implementing the plan on May 1st. By Jan 1st, 2020 we should have
How: Review the list of parts older than 30 days to make sure we are making p
transactions for all parts order and make sure they are paid for up front.

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Call customers daily to get appointment scheduled for parts installation. Make
daily. Review the SOP list weekly, making sure nothing is aging too bad. Check
month. We should be cleaning up these old SOP's and the bins will be more or
Date(s) for review: Parts Manager to review this daily with GM reviewing it on t

5. Estimated cost for implementation: This is something we will be able to impler
consultants. Therefore, it shouldn't cost us any monetary. However, it will take
is following the new process.

| Projected Date of Completion: | January 1st 2020 | Sponsor Signature: | Dan Deery |

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

Impact Areas:
Sales - We won't "gain" any sales but rather cement all of our sales. Right now we have parts being
front and they'll count! Gross - We won't see any increase in gross as we are selling the parts for th
special order process of collecting the money up front won't raise our expense any. Net Profit - We
be getting the money up front for all parts that are ordered. We shouldn't have to worry about any a
sure come back to us to get the service work done (as they've already paid for the part) so our serv
the customer comes in with their issue, we will be securing the work and money before they leave (
decrease in our customers CSI. We are a 3rd generation dealership who has never had our custome
customers that won't be accostumed to this change. However, we predict for that to eventually fade
work with us, we just are requesting the money up front for parts. As long as we do a good job trair
this and how it HELPS the customer, we should be able to overcome this.

Student Name	Dustin Deery

Student Number	N347

itting on our shelf months later. They are aging
o of that, we haven't collected ANY money for
manner.

50 special order parts that are over 30 days
ecial order parts in bins over 30 days old. Right
now start collecting 100% of the parts cost up

new special order part process to all service
er part process starting May 1st. Mainly
st, 100% of the time. June 1st - Review our
order part been paid for?

sors and part counter employees to be
y need the customer to go back to parts
s hanging around because they customers will
parts back into our inventory and customer
ners on a weekly basis until an appointment is
ays expired.

anager on April 15th.

s and parts department personnel on May 1st.

cess monthly until it is engraved. The main
re-paid for parts, so this is something that will
r good AND the customers good. It will also
ver, our sales should go up as nothing we

or and cashies.
hen SOP are received, and collect money up

the process mastered
progress. Have accounting track the

sure all parts ordered have been paid for
k monthly how we compared to the previous
rganized.
he 1st of every month.

ment ourself without the need of outside
time to implement and and oversee everyone

y

ordered that never get installed. We'll get the money up
he same markup we were before. Expenses - This new
should see the biggest increase in our net profit as we'll
ging parts problem. On top of that, the customer will for
rice department should benefit as well. Esentially, when
(assuming they want it fixed). CSI- We may see a slight
ers pay for parts up front. We have a lot of repeat
e. At the end of the say, we aren't forcing anyone to do
hing the service advisors on how to explain WHY we do