

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
4/1/2019	10	6	2	2	60.00%
4/3/2019	6	3	3	0	50.00%
4/5/2019	9	5	2	2	55.56%
4/8/2019	7	4	2	1	57.14%
4/9/2019	9	5	1	3	55.56%
4/10/2019	10	6	2	2	60.00%
4/13/2019	6	4	1	1	66.67%
					#DIV/0!
Totals	57	33	13	11	57.89%

Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	WARNING DANGER
Normal or Active Stock	\$203,391	41.38%	over 70%	GREAT
Automatic Phase Out	\$190,266	38.71%	Less than 30%	Seldom used
Dealer Phase Out	\$0	0%	Less than 1%	OK....BUT..
Manual Order	\$7,818	2%	Less than 3%	OUCH !!!!!!!!!
Non Stock Part \$'s	\$49,549	10%	Less than 5%	YIKES
Non Stock Part #'s*	11114	61%	Greater than 70% of PN's	
Core Clean	\$13,910	3%	128	187
Core Dirty	\$5,543	1%	40.00	55
Replace by hold RBH	\$21,051	4%	238 697	pieces
			NA	
Total Inventory	\$491,528	100%		

REYNOLDS

Activity	Value	% of inventor	NADA Guide	Notes		
Current	\$97,421	20.63%	75%	this is your current and active		
1-3 Months	\$99,258	21.02%	included	healthy parts inventory		
4-6 Months	\$57,421	12.16%	23%		OBSO POSITION MATH DONE BELOW	
7-9 Months	\$50,247	10.64%	2%	65% Will likely become obso	.65 TIMES THE 7-9 MONTH VALUE	\$32,661
10-12 Months	\$34,417	7.29%	included	85% Will likely become obso	.85 TIMES THE 10-12 MONTH VALUE	\$29,254
13-24 Months	\$48,011	10.17%	0%	Technically Obsolete	PLUS THE 13-24 MONTH VALUE	\$48,011
25+ months	\$85,359	18.08%	0%		PLUS THE 25+ VALUE EQUALS	\$85,359
TOTAL	\$472,134	100.00%			OBSO AS A % OF TOTAL	\$ 195,285.70
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat					PASS/ FAIL	
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 Templ						
TRUE (STOCK) TURNS (from your FS Templa						
FTFR (FIRST TIME FILL RATE) (from your par						

Departmental Action Plan

Dealership **Donovan Auto & Truck Center**

Student Name **Shawn Stafford**

Academy Week **Parts Week**

Class & Student Number **348**

Current Situation

We are not tracking lost sales or using the DMS the right way to track demand on parts.

Overall Objective:

My overall objective is to better our parts mix by tracking our lost sales, and by bettering our parts mix it will increase tech efficiency, make happier customers because we will be able to get their vehicles fixed faster. It will also help fix our obsolescence problem.

Proposed Timeline

4/15/19 I will meet with the owner on the action plan and then on 4/16/19 I will get with the parts manager and come up with a game plan and process on training and of tracking lost sales. 4/17/19 we will begin working with parts counter to make sure they understand the DMS and what a lost sale is. The every week after we will do a lost sale report to see if we are tracking them and how well we are doing it. Problem should be completely resolved and enough time

Action Plan

Describe necessary actions to reach desired result: Get with parts manager on a process and make sure he has proper DMS training and the tools he needs to train staff correctly. Also I will do constant checks to make sure lost sales are being tracked.

Requirements

Meeting with Dealer: Meeting with dealer on 4/15/2019

1. Action Proposed: To have permission to hold parts manager and employees accountable for tracking lost sales and using DMS correctly.

Meeting with stakeholder(s) (dealership personnel): Parts Manager and General Manager

2. Describe what is in place to support desired goal: The training will be done by myself and the parts manger. If needed we will have reynolds and reynolds help us with anything that we don't understand. The coaching will be done by the both of us also. Positive consequences of will be happier employees, customers, technicians, and owners. The negative consequences could be employees not wanting to get out of their bad habits. The pain is going to be getting everyone to buy in and look at how great this can be for everyone. The gain is going to be more gross profit in the service department and parts department.
Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

3. Who: Parts Manager
What: Lost Sales
By When: 06/01/2019
How: By doing weekly reports on lost sales and other DMS reports.

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: There will be weekly reviews of each Parts counter employee. 4/22/19, 4/30/19, 5/3/19, 5/13/19, 5/20/19, 5/27/19, 6/3/19

5. Estimated cost for implementation: \$0

Projected Date of Completion:

06/03/2019

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas: Sales Gross

Sales / Gross /

Counter Retail

Customer pay RO