This document was exported from Numbers. Each table was converted
objects on each Numbers sheet were placed on separate worksheets
calculations may differ in Excel.

Numbers Sheet Name	Numbers Table Name
First Time Fill Rate (FTFR)	
	Table 1
CDK	
	Table 1
REYNOLDS	
	Table 1
AUTO MATE	
	Table 1
AUTOSOFT	
	Table 1
DEALERTRACK	
	Table 1
LIGHTYEAR	
	Table 1
PBS	
	Table 1
UCS	
	Table 1
PARTS DEPT ACTION PLAN	
	Table 1

ed to an Excel worksheet. All other
. Please be aware that formula

Excel Worksheet Name

[First Time Fill Rate (FTFR)](#)

[CDK](#)

[REYNOLDS](#)

[AUTO MATE](#)

[AUTOSOFT](#)

[DEALERTRACK](#)

[LIGHTYEAR](#)

[PBS](#)

[UCS](#)

[PARTS DEPT ACTION PLAN](#)

First Time Fill Rate

DEALERSHIP NAME   NADA Motors rst time fill rate

DATE	RO'S	1st Time	Same Day	Day	Rate %
1/14/2019	10	5	2	3	50.00%
1/21/2019	10	3	1	6	30.00%
1/28/2019	10	9	1		90.00%
2/11/2019	5	1	1	3	20.00%
2/18/2019	5	3	0	2	60.00%
2/25/2019	10	8	1	1	80.00%
					#DIV/0!
					#DIV/0!
					#DIV/0!
					#DIV/0!
					#DIV/0!
					#DIV/0!
					#DIV/0!
					#DIV/0!
					#DIV/0!
Totals	**50**	**29**	**6**	**15**	**58.00%**

29

CDK Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	COLOR SCORING
Normal or Active Stock		#DIV/0!	over 70%	GOOD
Automatic Phase Out		#DIV/0!	Less than 30%	WARNING
Dealer Phase Out		#DIV/0!	Less than 1%	DANGER
Manual Order		#DIV/0!	Less than 3%	GREAT
Non Stock Part $'s		#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*			Greater than 70% of PN's	OK….BUT..
Clean Core		#DIV/0! # PIECES	PART #	OUCH !!!!!!
Dirty Core		#DIV/0!		
Total Inventory	$0	#DIV/0!		ouch!!!

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 guide
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   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 fron

MONTHS SUPPLY (This calculation from yc

GROSS (TOTAL) TURNS (from your FS Tem

TRUE (STOCK) TURNS (from your FS Temp

FTFR (FIRST TIME FILL RATE)

OBSO POSITION

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

REYNOLDS 2213

Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	GOOD WARNING DANGER
Normal or Active Stock		#DIV/0!	over 70%	GREAT
Automatic Phase Out		#DIV/0!	Less than 30%	Seldom used
Dealer Phase Out		#DIV/0!	Less than 1%	OK….BUT..
Manual Order		#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	
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 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/ 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 FSTemp

TRUE (STOCK) TURNS (from your FS Temp

FTFR (FIRST TIME FILL RATE) (from your pa

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+ VALUEEQUALS	**$0**
OBSO AS A % OF TOTAL	**$ - #DIV/0!**

	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			
	AUTO MATE		NADA		
Activity	Value	% of inver	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)

sed

!..   **Additional Data Available From Auto Mate**

!!!!! $ Value   Grade

                        DP2   **Total Idle Capital**   0

		$ 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		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 VA   **$0**

.85 TIMES THE 10-12 MONTH   **$0**

PLUS THE 13-24 MONTH VALL   **$0**

PLUS THE 25+ VALLEQUALS   **$0**

OBSO AS A % OF TOTAL   **$**   **-**   **#DIV/0!**

L

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 Inver	%	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%
13-18 Months			#DIV/0!	Technical Obsolescence 2% is gu
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**
uide	**PLUS**		**0**
	PLUS		**0**
	EQUALS	**#DIV/0!**	**0**

Pass or Fail ?

DEALER TRACK ARKONA **MONTH OF:**

STATUS   **PROFILES**

	%	#	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 %		**INSTR**
NEVER SOLD		#DIV/0!	#DIV/0!		
ONE YEAR AGO PLUS		#DIV/0!	#DIV/0!		**THIS IS**
ELEVEN MONTHS AGO		#DIV/0!	#DIV/0!		
TEN MONTHS AGO		#DIV/0!	#DIV/0!		**THIS IS**
NINE MONTHS AGO		#DIV/0!	#DIV/0!		
EIGHT MONTHS AGO		#DIV/0!	#DIV/0!	**THESE PARTS WILL BE IN A "AP"**	
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!	**THIS IS YOUR ACTIV**	
THREE MONTHS AGO		#DIV/0!	#DIV/0!		
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 Supply	
CORES WITH ON HAND				**CONFIRM DIRTY &**	

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)

; 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

RUCTORS NOTES

TECHNICAL OBSO

POTENTIAL OBSO

STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6

E HEALTHY PARTS INVENTORY

CLEAN STATUS (see below)

Pass or Fail ?

#DIV/0!

Lightyear

Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	COLOR SCORING
Normal or Active Stock	$126,527	45.97%	over 70%	GOOD
Automatic Phase Out	($4,021)	-1.46%	Less than 30%	WARNING
Dealer Phase Out	$0	0.00%	Less than 1%	DANGER
Manual Order	$0	0.00%	Less than 3%	GREAT
Non Stock Part $'s	$115,227	41.87%	Less than 5%	Seldom used
Non Stock Part #'s*	606	0.00%	Greater than 70% of PN's	OK….BUT..
No Phase Out			NA	OUCH !!!
			NA	
Clean Core	$23,235	8.44% # PIECES **PART #**		OUCH !!!!!!
Dirty Core	$14,245	5.18% 47 **34**		
Total Inventory	$275,213	100.00%		ouch!!!

Lightyear

Activity	Value $	% of Inver	%	Notes & Guides				
1-2 Months	185,853		77%	ACTIVE INVENTORY at 75%				
3-5 Months	24,050		10%	ACTIVE INVENTORY at 23%		OBSO POSITION		
6-11 Months	27,294		11%	75% will likely become Obso 2% is guide	.75 TIMES $			20,471
Over 12 Months	4,607		2%	Technical Obsolescence 2% is guide	PLUS			4,607
New parts no sales	0		0%	Minimal Amount	PLUS			0
Total Inventory	241,804		100%		EQUALS		10%	25,078

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	FAIL
NEG-ON-HAND (MINUS-ON-HAND)	PASS
CLEAN CORE	FAIL
DIRTY CORE (RDCI) OR DONE MANUALLY	PASS
LOST SALES CALCULATOR VS. ACTUAL	FAIL
AVERAGE STOCK ORDER (Obtain data from your OE)	PASS
MONTHS SUPPLY (This calculation from your FS Template)	PASS
GROSS (TOTAL) TURNS (from your FS Template)	PASS
TRUE (STOCK) TURNS (from your FS Template)	FAIL
FTFR (FIRST TIME FILL RATE) (This is a post class assignment)	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 used
		#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 inver	NADA Guide	Notes	OBSO POSITION MATH DONE BELOW
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%		OBSO POSITION MATH DONE BELOW
7-9 Months		#DIV/0!	2%	65% Will likely become obso	.65 TIMES THE 7-9 MONTH VA $0
10-12 Months		#DIV/0!	included	85% Will likely become obso	.85 TIMES THE 10-12 MONTH $0
13-24 Months		#DIV/0!	0%	Technically Obsolete	PLUS THE 13-24 MONTH VALU $0
25+ months		#DIV/0!	0%		PLUS THE 25+ VALUEQUALS $0
TOTAL	$0	#DIV/0!			OBSO AS A % OF TOTAL $ -

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 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)

#DIV/0!

UCS SCORECARD   **GOOD**

Stocking Status Observations	Inventory Value	% of Inventory	Guide	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 inver	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	$0.00
9-12 Months		#DIV/0!	2%	85% Will likely become obso	$0.00
12 Months + Over		#DIV/0!	included	This is your Technical OBSO	$0
		#DIV/0!			
		#DIV/0!			
TOTAL	$0	#DIV/0!			$0.00

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 templa

TRUE (STOCK) TURNS (from your FS Templat

FTFR (FIRST TIME FILL RATE) (from your par

#DIV/0!

Departmental Action Plan

Dealership THE FORD STORE MORGAN HILL

Academy Week FIXED OPS 1   **Class & S**

Current Situation

**Special Order Parts - "SOP"s Our parts department has what seems to be a s
have been special ordered for customers. We do not have the correct follow
customers vehicles before they are needed to be sent back or getting stuck v
called one time by the front parts counter person it is left to the advisors to f
back in to put on SOPs.**

Overall Objective:

**Implement a better follow up system where special order parts are not forgo
customers informing them their parts are in stock.**

Proposed Timeline

**Proposed timeline: Step 1 - Review current SOP process, Due Feb 28. Step 2
this process is not currently working, Due March 8. Step 3 - Implement new s
Step 4 - Make sure processes are being followed for the new process, Due O**

Action Plan

**Describe necessary actions to reach desired result: Step 1 - Review current
are falling through the cracks and being forgotten. Step 2 - Educate the parts
here over 30 days old, this means less money in their pockets. Step 3 - After
parts, the part/repair order/customer information will be entered into a sprea
received. This list will be distributed to our shop dispatcher and service adm
customers back in for service. When the repair has been completed they will
admin will work on list every week until we have nothing over 30 days. Step
special order part list and hold dispatcher and service admin accountable wh**

Requirements

Meeting with Dealer: Propose the above action plan to the management tea[...]

1. **Action Proposed: Presented To the dealer the faults of the current SOP proc[...] revised SOP process.**

Meeting with stakeholder(s) (dealership personnel):

2. **Describe what is in place to support desired goal:**
Training / Coaching / ±Consequences related to results / Pain & Gain On[...] involved. Also holding the dispatcher and service admin accountable for imr[...] process by the parts and service manager in our weekly meeting followed w[...]

3. **Accountability: Monitoring progress:**
Who: Parts counter, service advisers, dispatcher and service admin by Parts[...]
What: SOP's will be documented when they arrive. First call made by parts t[...] dispatcher and and service admin. List will be circulated to all every Monday[...]
By When: Our goal is to have everything in place by March 18th and then on[...]
How: Weekly review of our spread sheet to check the progress and efficienc[...] in and reduce aged inventory.

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

Date(s) for review: The parts manager will review the list daily. A weekly upda[...] dispatcher and service admin will be check on weekly during our parts and s[...] the dealer principal monthly.

5. **Estimated cost for implementation: We do not believe that there will be a fin[...]**

Projected Date of Completion: **March 18, 2019**

Sponsor Signature:

Evaluation of Results: Include measured results.   (± Metrics)
Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI / Parts sales will not be affected initial[...] additional sales when the customer returns for installation of the possible warranty SOP's. Ensur[...] opportunity to see the customer again and possibly sell other services. The possible gross incre[...] having to send back SOP's and the potential gross loss of obsolete parts. As our new process is[...] additional expenses will be limited or near zero, We are expecting a definite increase in our CSI. I[...] will keep them happier and minimize the possibility of the experience turning negative.

Student Name GEORGE TABAREZ

Student Number N345

significant amount of older aged parts that
up in place to get these parts put on
with them. Currently after the customer is
follow up with their customers to get them

tten about after making the initial calls to

- Educate the parts and service teams why
special order parts system, Due March 18.
ngoing

SOP process, find where where these parts
s and service teams how many parts we have
initial phone call is made for special order
d sheet and sorted by date ordered and date
in every Monday to schedule these
be taken off the list. Dispatcher and service
4 - Management will oversee weekly our
hen appointments are not scheduled.

n

ess and explained benefits of the newly

going review of our process with all parties
mediate improvement. Weekly review of the
ith one on one consult for low performing

s and Service Manager.
hen entered into spread sheet to be worked by
y and monitored daily.
going monitoring.
y of the team members to get customers back

ate to the list will occur every Monday. The
service meeting. They will be followed up by

ancial cost to implement our new process. Hov

TP

lly. It is the improved process that will potentially lead to
ring that occurs the service advisors will have an
ase for parts will come from the waisted time of not
s implemented it is our belief that an increase of
t is our belief that getting customers back in quicker