

CDK				COLOR SCORING
Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
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!	

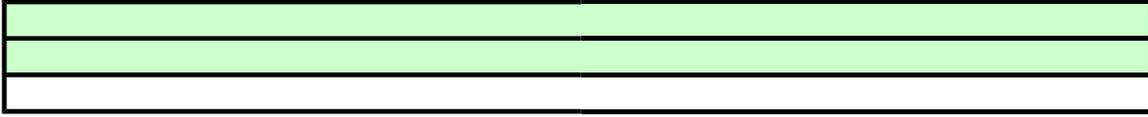
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	
NEG-ON-HAND (MINUS-ON-HAND)	
CLEAN CORE	
DIRTY CORE (RDCI) OR DONE MANUALLY	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (Obtain data from	
MONTHS SUPPLY (This calculation from you	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Temp	
FTFR (FIRST TIME FILL RATE)	

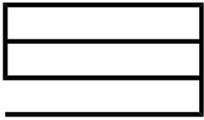
OBSO POSITION			
.75 TIMES	\$		0
PLUS			0
PLUS			0
EQUALS		#DIV/0!	0

REYNOLDS 2213			
Stocking Status	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 inventc
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				
OBISO 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
OBISO 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!!!

s guide

OBSO POSITION

de

.75 TIMES \$ 0

PLUS 0

PLUS 0

EQUALS #DIV/0! 0

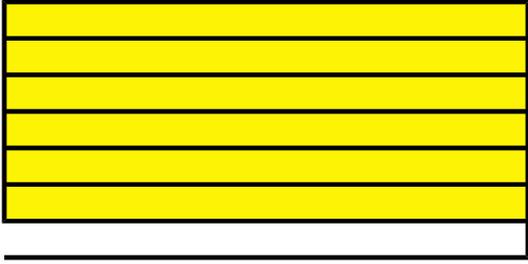
Pass or Fail ?

DEALER TRACK ARKONA STATUS		MONTH OF:			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 %	INS
NEVER SOLD			#DIV/0!	#DIV/0!	THIS
ONE YEAR AGO PLUS			#DIV/0!	#DIV/0!	THIS
ELEVEN MONTHS AGO			#DIV/0!	#DIV/0!	THIS
TEN MONTHS AGO			#DIV/0!	#DIV/0!	THIS
NINE MONTHS AGO			#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "
EIGHT MONTHS AGO			#DIV/0!	#DIV/0!	
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)

GUIDES	COLOR
	SCORING
	GOOD
	WARNING
	DANGER
	GREAT
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	
STRUCTORS NOTES	
IS TECHNICAL OBSO	
IS POTENTIAL OBSO	
AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6	
FIVE HEALTHY PARTS INVENTORY	
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)							

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	% of Inventory	Guide	WARNING
Observations	Value			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

YOUNG CHEVROLET

Academy Week

WEEK 2 FIXED OPERATIONS-PARTS

Class &

Current Situation

SPECIAL ORDER PART- S.O.P

After closely working with our parts department, it looks like we have a huge problem. I believe that this may be a contributing factor with our aged inventory as well. Last week, I could see that there is no system in place for handling our SOP's. The counter salespeople

Overall Objective:

1. Create a process for SOP's and how they are handled
2. Have counter salesperson inform customers in a timely fashion when part is out of stock
3. Manage the SOP process which would also shorten obsolescence

Proposed Timeline

1. Have meeting with all parts counter salespeople about SOP process. March 15
2. Have a follow up meeting with parts manager and salespeople to make sure process is understood. March 20, 2019
3. Track all process to make sure we get the results we are looking for. April 8

Action Plan

Describe necessary actions to reach desired result:

1. Go over the S.O.P process with parts salespeople and parts manager.
2. Review obsolescence with all parts people and stress over the importance of handling SOP's.
3. Require a 20% deposit on all S.O.P before ordering
4. Have weekly Fixed ops meeting to go over process and aged inventory.
5. Make sure we are returning all S.O.P over 90 days if OEM allows.

Requirements

Meeting with Dealer:

1. Action Proposed: Present General Manager with the proposed action plan

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain
Train parts manager and maybe invest in Nada parts class for training and cor
Coach all parts counter salesneonele about S.O.P process and obiectives.

Accountability: Monitoring progress:

Who: Parts Manager, parts counter salespeople, GM

3. What: All parties in charge of ordering SOP's should make sure the communic
appointment. Part counterperson should document all contact made with cust
By When: This is now underway

How: Weekly Fixed ops meetings to go over production and process

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Daily- Part manager pull SOPs from DMS
Weekly- A weekly meeting with Parts manager and all Parts Counter salespeop
Monthly- GM has monthly meeting to go over all departments and production.
Date(s) for review:

5. Estimated cost for implementation: Current value to implement process \$0, cu

Projected Date of
Completion:

April 8, 2019

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Sales: I do not expect to see a major increase on sales with the process in progress, but managing
This should also reduce our waiting time for customer work completion.

Gross: Parts counter salespeople should see a slight bump in gross with new process with the effi
age.

Expenses: I believe our carrying cost will decrease with the SOP process.

Net Profit: This should increase because of the labor and the part sale per part counterperson. Wil

CSI: I see better customer service and satisfaction with the new improvements.

Student Name

CHIDOZIE IWU

Student Number

N34813

problem with our special ordered parts. I
After working in the parts department for a
re is no sense of urgency put on this with our

has arrived

29, 2019
the process is being implemented. April 8,
, 2019 – and forward

of reducing it with the S.O.P process.

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

consulting.

ation is made with customers to set
omer.

ole
.

urrently still tracking

g the SOP would increase slightly our service labor sales.

ciency of setting appointment and not letting the part

I reduce obsolescence.