

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
4/8/2019	10	7	2	1
4/10/2019	7	6	1	0
4/11/2019	15	10	3	2
4/15/2019	8	6	1	1
4/17/2019	7	5	2	0
4/19/2019	3	2	1	0
Totals	50	36	10	4



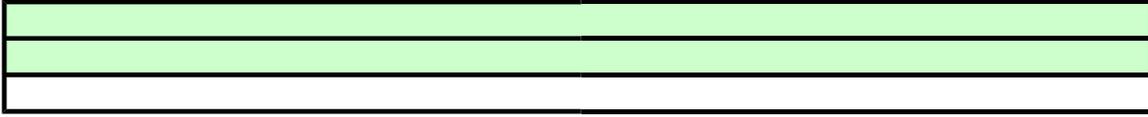
Rate %
70.00%
85.71%
66.67%
75.00%
71.43%
66.67%
#DIV/0!
72.00%



REYNOLDS 2213			
Stocking Status	Inventory Value	% of Inventory	Guide
INVESTMENT			
Normal or Active Stock	\$478,184	50.08%	over 70%
Automatic Phase Out	\$281,122	29.44%	Less than 30%
Dealer Phase Out	\$61	0%	Less than 1%
Manual Order	\$0	0%	Less than 3%
Non Stock Part \$'s	\$140,213	15%	Less than 5%
Non Stock Part #'s*	15485	67%	Greater than 70% of PN's
Core Clean	\$27,814	3%	pn pieces
Core Dirty	\$27,371	3%	pn pieces
Replace by hold RBH		0%	pn NA pieces
			NA
Total Inventory	\$954,765	100%	

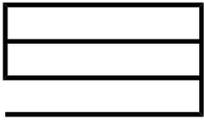
REYNOLDS

Activity	Value	% of inventory	NADA Guide	Notes
Current	\$201,394	22.39%	75%	this is your current a
1-3 Months	\$303,409	33.73%	included	healthy parts inventc
4-6 Months	\$146,943	16.33%	23%	
7-9 Months	\$92,188	10.25%	2%	65% Will likely become
10-12 Months	\$51,960	5.78%	included	85% Will likely become
13-24 Months	\$89,552	9.95%	0%	Technically Obsolete
25+ months	\$14,135	1.57%	0%	
TOTAL	\$899,581	100.00%		
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				



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

nd active			
ory			
	OBISO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$59,922	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$44,166	
	PLUS THE 13-24 MONTH VALUE	\$89,552	
	PLUS THE 25+ VALUE EQUALS	\$14,135	
	OBISO AS A % OF TOTAL	\$ 207,775.20	23.10%
PASS/ FAIL			
FAIL			
FAIL			
PASS			
FAIL			
FAIL			
PASS			
FAIL			



Departmental Action Plan

Dealership **Mission Chevrolet**

Academy Week **Week 2**

Class &

Current Situation

Our dealership is currently handwriting estimates on the back of the Repair Order recommended and the only way to find it again is to pull the customers file. We estimate fall thru the cracks. Having it saved in the DMS is going to help our process also speeding up our process because the proper parts and estimates will be started immediately.

Overall Objective:

To have estimates entered in the DMS so we can sell them again if the customer gone we mail coupons and reminders of the declined services and are able to service are tied together. once service starts selling these recommended services must enter in the right parts and prices to the estimate so when the customer returns the estimate match the RO total.

Proposed Timeline

June 1 2019

Action Plan

Describe necessary actions to reach desired result: For two weeks follow each

Requirements

Meeting with Dealer:

1. Action Proposed: Switching from handwritten estimates to digital estimates so tracked, marketed and The selling process can start again if declined in the pr

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:

Training: I will personally see this new process thru coaching the Techs count
± Consequences related to results With proper follow thru this process will be
ratios of each advisors and technicians proper inspections of the vehicle / Pa

Accountability: Myself Monitoring progress: Myself and management and ask
properly. Making handwritten estimates unacceptable. (Advisors wont sell it u
Who: Myself

3. What: Monitoring the entire process from every role Techs counterman and ad
By When: Every day

Describe checkpoints that have been established to measure progress:

4. Daily I will follow ROs from start to finish and show the employees how the ne
the way. From the Recommendation, the parts added and if in stock, The exit
the parts price availability where its coming from and how many days till it gets
techicians alert if it was sold or not. Weekly- Getting with our service and part
still using the process. / Bi-weekly get with the employees and ask how they a

5. Estimated cost for implementation: It is already included in our R&R monthly

Projected Date of
Completion:

6/1/19

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales CUSTOMER PAY IS UP / Gross YEAR OVER YEAR IN CP parts and service / Expenses

Student Name Rick Wallace

Student Number 348 24

orders. We have no way to track what was
e are losing opportunity by letting this
sales in service and parts dramatically while
ready to be approved and the job can be

er declines this visit. While the customer is
sell again once the customer returns. Parts and
ces parts will grow with them. The counterman
comes back we dont have to discount to make

n technician and each RO he/she has and show h

aved in the DMS. Upsells can be properly
vious visit.

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

erman and advisor on this new process.
elp manageent track production and closing
in & Gain Our gain would be profitashility and

ing the employees who is using the program
nless its in the system)

lvisor

w process will work. Following it each step of
imate sent to the advisor with the knowledge of
s here, The appoval or denial and the
ts manager to make sure the employees are
are enioving the system and any problems they

statemnt. GM made us get this add on to compl

2000 A MONTH / Net Profit / CSI /

