

This is completed twice a year in conjunction with a competitive survey with the service d Pearson runs a very similar matrix to ours within pennies. West Broad is much more ag
Yes this is done twice a year to verify we are competitive in parts and service
Wholesale is separated by Body shop pricing by volume and by location. Repair shops h
Exception report is in place. Also service advisors only may discount on insurance line w
All parts are received and priced per the manufacturers price tape.

Yes all priced at the manufacturers tape price

Any parts aquired at a discount will be received into inventory at the manufacturer price
We have the accessory tab on our web page show pricing on all Hyundai certified acces:
We currently do not have a merchandising program.

An outside salesperson is shared among 5 dealerships to promote our brand and compar
We have no unused factory merchandising money available

Our website is mobile ready.

Our Parts and Service coupons are changed and updated each Month

This is done monthly in our Financial Review to make sure expenses are in line.

We have a substantial Wholesale Sales to add to our revenue.

We pre load certain Items on our cars to help the parts department and to raise awarene
I review customer profitability twice a year. To see what adjustments need to be made to

We have good saturation in our concentrated delivery area of 30 miles one way. Always

We require a tax id for discount consideration. The office maintains and updates the tax

Personell expense is always the largest controllable expense. Making sure all hours work

Credit approval for parts customers is authorized and followed up on monthly by the acc

Yes the parts manager has access to the financial statement always. Twice a year goes li

Special order process is posted and followed. Developed in cooperation with the Owner.

100 percent pre-payment over the front counter. No requirement on warranty parts. No

We retain these parts for 30 days then they are returned to manufacturer. They have 30

Service customers, service writer request order part from counter person. Counter pers

All special orders are processed through a repair order or and over the counter invoice.

Special order parts bin holds sop parts. Every 30 days sop parts are evaluated and retur

They are in the normal parts inventory but located in separate bin locations

Po's can be issued by all parts counter associates. All po's are reviewed by parts manag

The parts manager must ok all purchases. All checks written to vendors require a double

Pricing policies are monitored by the General Manager and Dealer principle. All internal

EXCEED'S 1% FOR THE YEAR

Done on a monthly basis. We reconcile monthly.

Yes a variance over or short is a potential problem

.

All parts counter personell are crossed trained on all activities. So we have the ability to
Manufacturer training is tracked on the Hyundai web site. Dealership training is maintai
Records are kept for Manufacturers training.

Nada fixed operations 1 2009

The hardware requirements are being met at this time.

5% certain large items, or high quantity items are guided to optimal days to even deliver
no changes made during step 42

73% stock orders 6% emergency orders

Printed by the parts manager monthly stored in parts department

Yes and ask for explanations on any trend up or down

Bin counts weekly perpetual inventory 5 times a day.

monthly check top 50 part numbers

manager approves all adjustments before they are made.

Lost sale quiz given to all parts counter personell

It is the job of all parts personell to log lost sales

Monthly check by parts manager Manufacutrre watches this closely also

All parts are compared to phase part in

3 sales in 6 months

75%

All parts are put into inventory and sold from inventory

Verbal shipping and receiving . Parts manager oversee's everyday.

All parts counter personell file and follow up on claims. Overseen by Parts Manager

All parts counter personell receive parts orders. Cdk automatically while receiving comp

Yes

Parts manager runs PMU before business starts on the first day of each month

All shortages are billed at cost to an inventory adjustment account each month.

\$1,200.00 total inventoy was \$295000

Yes

Bin location changed on non returnable old parts to alert personell that no reasonable of
Parts and service managers confer on all ro's over 30 days

Yes weekly meetings between parts and service and montly between office and parts an

Yes

23.1% number is strange because of large percent of special order wholesale parts

11.99 true turns

Department has expanded 2 different times over 12 years 2 levels of mezanine now. Is :

Hyundai currently does not have an up to date policy and procedure manual. The best s

The parts department is locked up and under an independent alarm from the rest of the

No cash drawer in our parts department It is combined with service and sales at this loc

The cashiers run a report and the office balances account daily

No security camera's in the parts department at this facility

Take care of all your businesses and offer the best company to work for good benefits,

Department.

aggressive and on average 20% higher priced

have their own guideline. Retail counter has matrix pricing up to \$100. then MSRP. Service which is split discount between parts and service.

to tape price. And any adjustments are made by accounting to realize the discount. series

by

loss of our accessories. Also Pricing is available on our website.

to work toward our profitability goals. Currently we are in a state of growth, so we are trying to find room for improvement. Always trying to wittle away at our competitors while retaining our traditional forms.

to be productive is the most important.

Accounting office.

to be in line with upper management.

to returnable parts for service vehicle is required to stay while parts ordered or pre-pay 30 days to return the parts for credit. Any request after this is on a case by case basis.

on orders, manager looks at order disposition, counter person receives part and advise

to be as necessary.

to be several times a day. Nothing can be added to parts inventory without parts manager signature process

to be purchases are supposed to run through the parts department.

to be cover vacations easily.

to be handled by the parts manager

to be by quantities. Due to space constraints.

ares orders. We immediately file discrepancy claims with carrier and Hyundai

fer refused on these parts

d service

adaquate for the current level and mix of sales.

ource of information is the Hyundai learning center

facility. Authorized parts personell and Service manager hold all the keys to the depart
cation

strong company, makes hiring qualified help much easier

vice Department is Matrix Pricing. Employee's have pricing structure also.

ying to grow certain geographic areas so we are concentrating more on market growth
our current customers.

ment is necessary

s service writer part has arrived. Waits 30 days before return process begins

r signature.

ment

to maximise profit as we go.