First Time Fill Rate

DEALERSHIP NAME	Mauer Buick	rst time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
4/27/2019	2	1		1	50.00%
5/2/2019	3	1	1	1	33.33%
5/3/2019	5	4	1		80.00%
5/6/2019	5	2	2	1	40.00%
5/7/2019	6	4	1	1	66.67%
5/8/2019	5	2	3		40.00%
5/9/2019	6	2	3	1	33.33%
5/10/2019	4	2	1	1	50.00%
5/11/2019	6	3	3		50.00%
5/13/2019	3	1	2		33.33%
5/14/2019	3	1	1	1	33.33%
5/16/2019	4	2	2		50.00%
					#DIV/0!
					#DIV/0!
					#DIV/0!
Totals	52	25	20	7	48.08%

CDK 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	
Clean Core			#DIV/0!	# PIECES	PART #	
Dirty Core			#DIV/0!			
Total Inventory		$0	#DIV/0!		

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 g
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	
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 Templa	
FTFR (FIRST TIME FILL RATE)	

COLOR SCORING	
GOOD	
WARNING	
DANGER	
GREAT	
Seldom used	
OK....BUT..	
OUCH !!!!!!	
ouch!!!	

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

Pass or Fail ?

REYNOLDS 2213 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		
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 inventor	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invento
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	
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 FSTempla	
TRUE (STOCK) TURNS (from your FS Templa	
FTFR (FIRST TIME FILL RATE) (from your par	
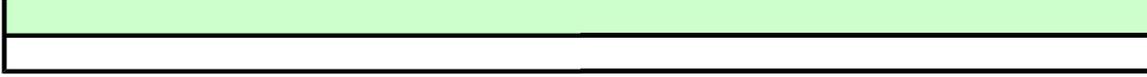
GOOD	
WARNING	
DANGER	
GREAT	
Seldom used	
OK....BUT..	
OUCH !!!!!!!!!!	
YIKES	

and active

ory

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+ VALUE EQUALS	$0
OBSO AS A % OF TOTAL	$ - #DIV/0!

obso

obso

PASS/ FAIL

AUTO MATE Stocking Status INVESTMENT	Inventory Value		% of Inventory	Guide	GOOD
					WARNING
					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
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)				

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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 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		
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!!!	

	OBSO POSITION		
s guide	.75 TIMES	$			0
ide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

Pass or Fail ?

DEALER TRACK ARKONA		MONTH OF	Feburary 2019			
STATUS						PROFILES
		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		9.46%	309	1,150	$18,022.44	See 9 D
ACTIVE PARTS: EXCESS STOCK		15.37%	273	3,376	29,262.62	LESS THA
ACTIVE PARTS: UNDERSTOCKED		1.59%	134	120	3,030.00	LESS THA
ACTIVE PARTS:TO PHASE OUT		0.00%				LESS THA
TOTAL ACTIVE PARTS		26.42%	716	4,646	$50,316.00	70%
SUPERCEDED W/ON HAND		1.36%	44	67	2,589.00	LOW DBL
INACTIVE W/ON HAND		72.49%	2,048	5,986	138,043.00	LESS THA
TOTAL INVENTORY TO SELL		100.28%	2,808	10,699	$190,948.00	
CORES ON HAND				0	0	LOW PIEC
NEG-ON-HAND				5	5	524	LOW DBL
TOTAL OF INVENTORY				2,813	10,694	$190,424.00	
PARTS ON OPEN R. O.'S				127	302	10,439.00	ONE DAYS
VALUE OF TOTAL INVENTORY				2,940	10,996	$200,863.00	
NOT ON FACTORY MASTER				4,696	615	17,903.00	MINIMAL
PARTS WITH OUT COST				2185			MINIMAL
INVENTORY AGING BY LAST SOLD						
		VALUE	%	ACUM %		INS
NEVER SOLD		51,231	26.92%	26.92%		
ONE YEAR AGO PLUS		22,938	12.05%	38.97%		THIS
ELEVEN MONTHS AGO		2,756	1.45%	40.41%		
TEN MONTHS AGO		2,940	1.54%	41.96%		THIS
NINE MONTHS AGO		3,201	1.68%	43.64%		
EIGHT MONTHS AGO		5,114	2.69%	46.33%		THESE PARTS WILL BE IN A ".
SEVEN MONTHS AGO		6,616	3.48%	49.80%		
SIX MONTHS AGO		9,803	5.15%	54.95%		
FIVE MONTHS AGO		10,029	5.27%	60.22%		
FOUR MONTHS AGO		6,022	3.16%	63.39%		THIS IS YOUR ACT
THREE MONTHS AGO		9,413	4.95%	68.33%		
TWO MONTHS AGO		12,419	6.52%	74.86%		
ONE MONTH AGO		18,026	9.47%	84.33%		
CURRENT MONTH		29,832	15.67%	100.00%		
TOTAL INVENTORY		190,339	100.00%			Guide is 1.5 Months Suppl
CORES WITH ON HAND		0	0			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)
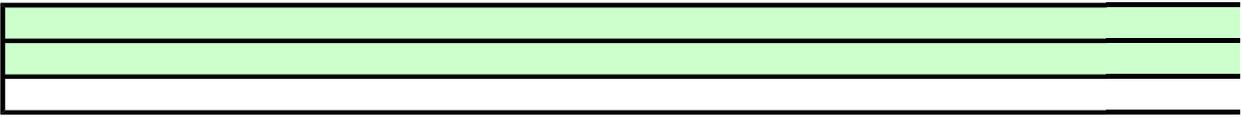
	COLOR
GUIDES	SCORING
	GOOD
	WARNING
N 1 %	DANGER
N 1 %	GREAT
N 30%	Seldom used
	OK….BUT..
NUMBERS	OUCH !!!
N 30% these are Auto Phase Out Parts	
E COUNTS	
NUMBERS	
AVG SALES	

STRUCTORS NOTES

IS TECHNICAL OBSO

IS POTENTIAL OBSO

AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6

TIVE HEALTHY PARTS INVENTORY

y

Y & CLEAN STATUS (see below)

Pass or Fail ?
Fail
pass
pass
pass
fail
fail
pass
pass
fail
fail

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)

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK….BUT..				
OUCH !!!				

OUCH !!!!!!

ouch!!!

	OBSO POSITION			
% is guide	.75 TIMES	$		0
guide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

Pass or 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 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
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/ 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 FSTemplate)				
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				
Stocking Status Observations	**Inventory Value**	**% of Inventory**	**Guide**	GOOD / 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 inven**	**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
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	Mauer Buick GMC
Student Name	Jake Mauer
Academy Week	Parts week #2
Class & Student Number	N349

Current Situation
We do not track or record lost sales.

Overall Objective:
To understand what a lost sale is and record it so we can improve our parts mix. The better mix the more efficient our techs will be, we'll sell more and gross more, turn inventory faster. Etc.

Proposed Timeline
Implemented in May, began recording lost sales. Review monthly with parts manager. Discuss results with dealer in September.

Action Plan
Describe necessary actions to reach desired result: Reviewed and retook lost sale quiz with our parts manager and counterperson. Posted Lost sale decision tree in the department for reference. Myself and Parts manager will meet monthly beginning in June, to discuss results and come up with a plan to improve our parts mix. We will meet with the dealer together in September to discuss our results and provide the information we have tracked. I believe having the Parts manager invouled in the meeting will give him more ownership and take greater pride in his tracking lost sales.

Requirements

1. Meeting with Dealer: Action Proposed: The Parts manger and myself will meet with the dealer to discuss findings in the beginning of September. I believe having the Parts manager a part of the meeting will give him a sense of ownership and not that the "new guy" (me) is trying to take over his department. We will discuss possible inventory changes according to our results. I want to have a few months of data to see if there is a trend.

2. Meeting with stakeholder(s) (dealership personnel): Parts Manager and counterperson
Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain : Daily coversations with Parts manager to answer any questions or concerns. Monthly one on one meetings to discuss findings and possible adjustments to the inventory.

3. Accountability: Monitoring progress:
Who:Parts Manager and counterperson
What: Tracking lost sales
By When: Started in May, discussed monthly at the end of the month.
How: Monitoring daily, checking our DMS and having conversations with our 2 guys.

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Daily conversations with our people. Measuring results monthly with parts manager.
Date(s) for review:5/31/19, 6/30/19, 7/31/19, 8/31/19. Meeting with dealer 1st week of September.

5. Estimated cost for implementation: Possilbly make a change to our inventory with findings. I know dealer doesn't want to add inventory expense. We need to be concise and use real data to back possible changes to inventory. Will have a better idea of cost after viewing what parts we are losing sales.

Projected Date of Completion:	September 2019
Sponsor Signature:	_____

Evaluation of Results: Include measured results. (± Metrics)
Impact Areas: It could possibly impact expense as we may make adjustments to inventory breadth. My hope is it impacts Sales and gross that makes service more efficient and turn parts quicker. We sell more and make more gross in the parts department.
Sales / Gross / Expenses / Net Profit / CSI /