First Time Fill Rate

DEALERSHIP NAME		NADA Motors	First time fill rate	
DATE	RO'S	Time	Day	Day
5/18/2019	5	4		1
5/20/2019	5	4	1	
5/21/2019	6	6		
5/22/2019	6	5	1	
5/23/2019	5	5		
5/28/2019	6	5		1
5/29/2019	6	5	1	
6/1/2019	6	6		
6/1/2019	5	5		
Totals	50	45	3	2

45

Rate %
80.00%
80.00%
100.00%
83.33%
100.00%
83.33%
83.33%
100.00%
100.00%
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
90.00%

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	$339,222	63.24%	over 70%	
Automatic Phase Out	$41,746	7.78%	Less than 30%	
Dealer Phase Out	$0	0%	Less than 1%	
Manual Order	$20,049	4%	Less than 3%	
Non Stock Part $'s	$122,207	23%	Less than 5%	
Non Stock Part #'s*	18946	77%	Greater than 70% of PN's	
Core Clean	$5,985	1%	39	44
Core Dirty	$7,195	1%	12.00	14
Replace by hold RBH	$0	0%	pn NA pieces	
			NA	
Total Inventory	$536,403	100%		

REYNOLDS

Activity	Value	% of inventor	NADA Guide	Notes
Current	$268,032	51.24%	75%	this is your current a
1-3 Months	$143,598	27.45%	included	healthy parts invento
4-6 Months	$76,739	14.67%	23%	
7-9 Months	$28,643	5.48%	2%	65% Will likely become
10-12 Months	$3,086	0.59%	included	85% Will likely become
13-24 Months	$2,535	0.48%	0%	Technically Obsolete
25+ months	$489	0.09%	0%	
TOTAL	$523,121	100.00%		

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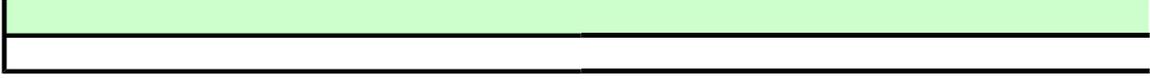
GOOD	
WARNING	
DANGER	
GREAT	
Seldom used	
OK....BUT..	
OUCH !!!!!!!!!!	
YIKES	

and active

ory

	OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	$18,618	
obso	.85 TIMES THE 10-12 MONTH VALUE	$2,623	
	PLUS THE 13-24 MONTH VALUE	$2,535	
	PLUS THE 25+ VALUE EQUALS	$489	
	OBSO AS A % OF TOTAL	$ 24,264.32	4.64%

PASS/ FAIL
PASS
PASS
PASS
PASS
FAIL
PASS
PASS
PASS
PASS
PASS
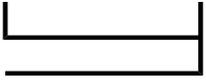
AUTO MATE Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
				GOOD
				WARNING
				DANGER
Active parts		#DIV/0!	over 70%	GREAT
Auto Phase Out Parts		#DIV/0!	Less than 30%	Seldom us
Dealer Phase Out Parts		#DIV/0!	Less than 1%	OK….BUT
Manual Order Parts		#DIV/0!	Less than 3%	OUCH !!!!!
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)				

sed
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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:				PROFILES
STATUS					
	%	#	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!		
ONE YEAR AGO PLUS		#DIV/0!	#DIV/0!	THIS	
ELEVEN MONTHS AGO		#DIV/0!	#DIV/0!		
TEN MONTHS AGO		#DIV/0!	#DIV/0!	THIS	
NINE MONTHS AGO		#DIV/0!	#DIV/0!		
EIGHT MONTHS AGO		#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "/	
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 ACT	
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 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)	

	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	
TRUCTORS 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 ?	
#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)					

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	Inventory	% of Inventory	Guide		
Stocking Status				GOOD	
INVESTMENT	**Value**			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 | ATLANTA TOYOTA

Academy Week | Week 2 - Fixed Operation - Parts | **Class &**

Current Situation

LOST SALES: Our Parts department is not currently recording Lost Sales at t and Wholesale Counter.

Overall Objective:

The overall objective is to be able to fulfill all customer parts request. This ca inventory mix, level and selection. To be at that level, all counter parts perso recording Lost Sales. This will result to increased Parts sales and profitability

Proposed Timeline

Starting July 1st 2019
- Meet with all counter personnel. Discuss the meaning of Lost Sales. How Lost Sa impacts the growth of the department.
- Teach and train how to identify a Lost Sale. Have them do the Lost Sale Quiz p11: it.
- Teach and train how to enter Lost Sale into the DMS.

Action Plan

Parts Manager will:
- Meet with all counter personnel. Discuss the meaning of Lost Sales. How Lost Sa impacts the growth of the department.
- Teach and train how to identify a Lost Sale. Have them do the Lost Sale Quiz p11: it.
- Teach and train how to enter Lost Sale into the DMS.

Requirements

1.

Meeting:
Parts Manager, Team Leaders, Parts Counter Personnel

Action Proposed:
- Review process in place and review the Lost Sales Report generated from DMS**.**

2.
Meeting with Stakeholder(s) (dealership personnel)
- Parts Management
- Team Leaders
- Retail Parts Counter Personnel
- Wholesale Parts Counter Personnel
- Technician Parts Counter Personnel

3.
Accountability: Monitoring progress:
Who: Parts Manager
What: Count of Lost Sales Recorded by each Parts Personnel
By When: Bi-Weekly
How: By monitoring progress using the Reynolds generated report - Lost Sales Re

4.
Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
- Bi weekly and monthly performance review by Parts Manager of each Parts count
recording Lost Sales.
Date(s) for review: Starting July 10, July 24, July 31, 2019

5.
Estimated cost for implementation: None

Projected Date of Completion: 08/30/2019

Sponsor Signature: _____

Evaluation of Results: Include measured results.   **(± Metrics)**

Impact Areas:
Sales / Gross / Efficiency / Morale: Parts sales are calculated once the sale is completed with an in
increase the fill rate of the clients order, thus will increase parts sales and profitability. Also, you m
a technician's time if the part is not in stock. "A waste of my time" is probably the most said phras
the lift, wheels off, and they are told to put it back together and roll it out because we don't have th
the dealership is well beyond the investment in tracking and stocking parts movement. It breaks d

Student Name | ERICK LIGON

Student Number | PAG 014

the Retail Parts Counter, Technician Counter,

n be accomplished once we have the right
n need to understand the importance of
of the department.

le works. Introduce to the team how Lost Sales

2 of Nada Binder to see how the team understood

le works. Introduce to the team how Lost Sales

2 of Nada Binder to see how the team understood

ɔort

er personnel of their respective progress on

nvoice. Having the right inventory mix and selection will
ay want to consider how this affects the effectiveness of
e in a flat-rate shop and these techs are right! Car is on
e parts! Technician time cannot be stored so the loss to
own momentum, focus, morale and more!