

Fixed Operations One Homework Assignment

The following are Excel exercises found in the Post Class Excel Template:

- 1. Perform the First Time Fill Rate exercise on 50 repair orders. Do not include "One item oil changes", Special Ordered Parts repair orders, or factory recalls. Consider standing where the techs collect the parts from the counter. If they ask for 5 parts and they get all 5 then on that repair order the parts inventory would get a 100%. If they did not get all 5 to finish the repairs then the Parts inventory would get a "0" % (25 points).**
a. COMPLETE
- 2. Complete the DMS Scorecard for one month. Be sure to color code the inventory conditions. (25 points)**
a. COMPLETE
- 3. Complete the Post Class Action Plan. The Academy would recommend that you attempt a small problem rather than one that takes many months to complete. It needs to be very detailed and clear as to the necessary steps to correct the deficiency. (100 points)**
a. COMPLETE

The following are found in the Post Class Word Document:

- 1. Have your Parts Manager answer the 78 questions provided in the Post Class word Document. This is a learning/understanding exercise. It is recommended that you answer the questions with the manager. Confer and provide suggestive actions. Change the color of the font to distinguish the answers. (50 points)**
- 2. The sponsor action plan verification form is on the word document. Copy and paste that form to be signed by your sponsor. Scan it to a PDF and place it with the Excel and Word documents prior to placing them into its drop box on your class site.**
- 3. These three files must be submitted to your class Dropbox site together.
Reach out if you have questions.**
- 4. There is a Post Parts Class Threaded Discussion that will be activated after class ends and will remain open until the Sunday before your service week begins. The topic is: What is the biggest challenge or obstacle that you think you will face in trying to implement actionable items that you learned in your parts class? This is a two-part exercise: Your first part is to post a substantial posting of 25 words or more outlining**

your challenge or obstacle. The second part is, you will need to respond to at least three (3) other students' topics with suggestions, observations, and ideas to help resolve their obstacles and challenges. To obtain full credit (worth 300 Points) you will need both parts, your obstacle and/or challenge post and at least three separate responses to your peers' challenges and/or obstacles.

- 5. Finally: Best Parts idea needs to be posted to your class site Parts Best Idea Threaded Discussion. This should be an idea that helps control expenses or increases sales or gross profit. Please have all of them read just prior to your parts debrief the Monday of your Service Week. The class will ballot on the best idea at the 9:00AM break.**

Mark Michalski
mmichalski@nada.org
443-801-7768

Brian Crossin
bcrossin@nada.org
703-395-1570

Parts Manager Questions

Have your parts manager answer the **78** questions found in this zip file. Confer and provide suggestive actions. **(50 points)** **Provide your answers in a different color font.**

1. How often is your dealerships source pricing levels reviewed for competitive maintenance and heavy repair?

2 Twice a year

2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area.

We are

3. Verify with the use of market surveys on selected parts prices in your area as to whether you are competitive with others. You don't have to be the lowest to sell more, but too little or too much profit can keep you from being competitive.

We try to stay in the middle, as we in the past have been to high

4. Does the computer system you have follow one or more of the pricing guides for various types of customers? Review the pricing structure with the manager and determine areas of profit potential. Policies in wholesale, retail counter, service department, employees, etc., need to be established.

Yes & we do

5. Do you have in place policies and DMS controls (via Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions? What about Service Advisors?

Only the Parts Manager

6. Is there a process followed to prevent the costing of parts at other than the established factory (OE) cost within the dealership when parts are placed into the inventory? (done through the use of +/- inventory adjustment account(s))

Yes

7. Regardless of parts cost (due to various sourcing opportunities (Jobber/Wholesale Distributor), are they all costed at the same factory price to maintain accurate inventory value?

YES

8. How are discount purchases tracked in the system to show additional profit based on the cost of the part from a particular source other than factory price?

Through different Accts (differences goes to 688 & 687 on the GL

9. Do you have an internet presence for your parts department?

Not really, but part of the future plans

10. What type of merchandising programs do you have in effect? What is the relative cost versus sales generated as a result of the programs?

We have Subaru & GM programs, all co-oped by the manufactures. Most of which is paid for by our adv \$\$s. We really don't have programs for parts and accessories that are paid for in full bt the dealership

11. Is an outside salesperson active in your parts department? Are the sales at a level that "pays" for the employee or could the accounts be maintained on a part-time basis by the manager?

NO

12. Do you have factory merchandising dollars available, and if so, how much of those dollars have been spent year-to-date by the dealership? What must be done to qualify for more expense sharing in merchandising by the factory and the dealership?

**We have 0 dollars for GM
\$2900 for parts and service - \$5600 have been used**

13. With the growing use of mobile smartphones by customers do you have a mobile ready website?

YES

14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated?

YES

15. Pay plan reviews should be made at least on a monthly basis. When has a comparison been made between departmental gross profit and the personnel expenses for the department? Is the current sales level providing a sufficient profit for the pay levels established for the parts employees?

**We have never looked at pay plans in this way for the parts dept.
This is part of our action plan that David brought back**

16. Does the parts department actually seek additional revenue or “live off” the sales of the service department only? If not why not?

YES – Through wholesale, Bodyshop, cust pay

17. Is a program set up to sell accessories to the customer in the sales department as well as the parts area of the dealership? If not, are you leaving potential sales and gross profit on the table?

YES

18. Do you review wholesale customers weekly to see if parts sales dollars per customer and returns justify the expense of conducting business with them? For example, delivery 30 miles out of town to a customer ordering \$300 a month of parts at Cost+20% may not justify the delivery service.

YES

19. Do you study your wholesale market opportunity with the dealership’s area of influence? Who’s the major player and can you unseat them? Can you make a difference against your competition? Can you deliver 2-3 times a day? Within what mileage radius?

No – Our area, and internal structure restrict a lot of growth in this area. Town of 3,000 people and 45 minutes to the nearest “medium” city

20. Who verifies the “wholesale” customer applications to make certain they are really true wholesale customers? Are your state Tax-ID/Wholesale Certificates current (within the last two years?)

Parts Manager – and yes we are current

21. Discuss monthly expense control with the parts manager and identify specific areas under the manager’s control. If expenses are allocated and not charged on a controlled basis, consider basing pay programs on sales or gross rather than net profit as part of the plan.

Not much under my control! Just parts and salaries! Pay is based on gross

22. Who determines credit approval for parts customers and what screening system is applied? Who follows the receivables list in a timely manner to make certain payment is made by the customer without exceeding the account limits?

WE DO NOT HAVE CREDIT FOR PARTS CUSTOMERS. We do have wholesale accts that are approved by the owners only, and its 30 days. Accounting follows the list.

23. Is the financial statement for the parts department given to the manager and discussed on a weekly/monthly basis?

YES

24. What are the special parts ordering policies for SORs? Where is it written and posted? When was it reviewed and what level of management approved it?

The special parts policies for repairs are...

Tech lets S-writer know

S-writer gets cust sign off

If cust backs out, we return if possible, if not service eats and owns it

Owner Approved

25. Do you require 100% pre-payment on these parts? Do you differentiate between Counter Retail/Wholesale and Service RO?

**NO for the 100% prepay on service R/O and wholesale
YES- to the counter Special order**

26. What time is set to retain these parts and then initiate a return? Is a return charge made on customer pay parts that are returned because the customer did not return for them within a time limit?

60 Days to initiate return

Yes 35% of cost if cust returns after deadline

27. Who are the parties that are involved in the SOP process start to finish?

Part employees only

28. Are special order forms completed in a legible manner so that the customer information can be read?

YES

29. Where are special order parts for the service department located? Who notifies the customer the part is in, and who determines when to send the parts back if no response is made by the customer? Is anyone designated to follow up on SOP's, the lack of return?

Special order room

BDC calls the customer

Parts Manager will determine to send it back or not

Parts Manager is designated to follow up on SOPs not sent back

30. See if special order parts are carried in a separate section of the parts inventory to maintain control. Or they inserted into the regular inventory?

YES

31. Who administers and controls the Purchase Order system (DMS/book)? What dollar amount of fixed asset purchase can be made without approval above parts management level? Who sets and monitors these \$\$ levels and total open PO's and open PO \$'s?

Parts Manager & Accounting administers and controls

\$300

Accounting, Parts Manager, Fixed Ops Director, & Owner

32. Does anyone other than the parts manager have direct purchasing authority from outside vendors? Who oversees the Parts Manager? (Double signatures, Perusing the Parts Dept. purchase invoices)

GSM, Fixed ops Director, & Accounting – can all purchase

Fixed ops manager & Accounting oversees the PM

33. Who established internal parts pricing policies? Are all internal purchases centralized and run through the Parts Department for control purposes?

**Owner established pricing policies
Yes all purchases are ran through parts**

34. Does the value of the parts inventory on the parts computer exceed, or is it less than, the financial statement dollar amount? (Monthly Reconciliation Exercise)

Avg plus or minus 2k pretty consistently

35. If the accounting inventory value is higher than the parts computer, look for the parts inventory missing items (uncontrolled inventory). (Monthly Reconciliation Exercise)

OK

36. If the accounting inventory value is less than that of the parts inventory value does this indicate an abnormal condition? (If not, why?) (Monthly Reconciliation Exercise)

OK

37. If LIFO is used, when inventory value is used to calculate days' supply, etc., the actual value should include the LIFO reserve.

OK

38. Is there an employee responsibility to function chart as was discussed in class? Are there specific inventory transactions (Grading, Ordering, Receipting, Posting, Adjustments, Bin Count Inventory, Returns, Cores/Dirty Cores) assigned to each of the employees in the parts department? (Functions vs Employee Exercise)

NO – Just Parts Manager

39. Who controls the training programs for the parts employees? When was it last reviewed? Is it part of a yearly review with the employee and is it part of the employee's pay plan?

This was part of the action plan David brought back, currently we have none and it is not part of the pay plan

40. Are records kept of the training for each person and when did someone last take online DMS refresher training? Parts Catalog training? OE/Manufacturer specific training?

No – see above

41. Has your Parts Manager ever taken a departmental Financial Management class like the ATD Academy? When was the last time they attended any formal Parts Management training?

NO to the academy – I did take a Subaru Parts class 3-4 months ago

42. A computer system diagram with specific terminal equipment positions should be made and a flowchart of work routine should be made. Determine if the equipment meets daily needs and if the equipment is in the right locations. Is the volume of business at a level that requires more system hardware, or does it require less?

No we are good – we have 1 for each employee in the department

43. How much of the replenishment/daily order is manually adjusted? Does it exceed 10%? Who makes the stock replenishment changes, and what are the reasons for the majority of those adjustments? When was it changed last and by whom?

0 is manually adjusted

44. Is the trend of those changes in question #42 a positive or negative trend?

There is no trend

45. What is the percentage of stock order from the factory versus outside purchase (emergency purchases)?

5%

46. Where are the computer-generated management reports printed and stored are they used on a daily? (CDK MGR Report) How are the management reports utilized?

**They are not printed and stored, they are all looked at daily online
They are utilized to make changes in our day-to-day operation**

47. Is the DMS Summary used to track inventory trends? When will you incorporate the DMS Scorecard that you learned about in class? Are there areas on the DMS scorecard that you couldn't find and if so who at the DMS is helping you to find those answers?

Yes we have already reviewed

48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time)

Yearly inventory – once per yr

49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time)

We do it by bin locations (2 bins hold all of our most used parts), not by most used part numbers

50. Are the transactions for each day reviewed by the parts manager to make certain that any adjustments made (plus or minus) are accurate?

Yes

51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? Others in the dealership?

Yes

52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale?

Yes – PM only

53. Who reviews the Lost Sales? When are they reviewed?

Parts Manager

54. Are emergency ordered part numbers reviewed to see if they qualify to be phased in? Is the Test/Non Stock/Watch feature of the computer system utilized to test which parts to stock (Phase In)?

Yes & No we use RIM and Pace

55. What demand history does it take to place a part on the inventory stock order or in inventory? Time limit and quantity are generally managed by Vendor Managed Inventory systems?

2 within 2 months

56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO?

89% and we need to be at 85% or above for RIM

57. Are all parts sold by the department placed in the Parts inventory and then sold from the inventory? Do you stock any items that aren't in your inventory (Shop supplies, get ready, bulk fluids like washer solvent)?

Yes - everything runs through parts

Yes – Everything listed

58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures?

Verbal – Parts Manager

59. Who files damage claims on parts shipments received?

Parts Manager

60. Who receives parts orders, and how are they received? Is the original stock order transmitted to the factory cross-checked? What do you do about discrepancies?

Parts counter receives through DMS. Yes they are crosschecked, if a discrepancy occurs the PM is notified and handles

61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis?

Yes on a yearly basis

62. Who applies and loads the monthly price updates?

Automatic through DMS

63. Are parts cost adjustments (monthly price updates, bin count irregularities and emergency purchases at more or less than OE cost) tracked by someone in the dealership or is a periodic inventory adjustment method utilized (like once a year)?

Is tracked by the PM & adjusted once per year

64. What adjustments were required after the last physical inventory to the dollar value, etc., of the inventory?

\$300 over

65. Are all obsolete parts that are on the inventory physically in the store?

Yes

66. Are they separated into a special area to be controlled and tracked for sales history? Separate source? Change bin location by adding a J for easy identification by counter persons?

No they are not separated

Yes they are a separate source

No – to the bin location

67. Who verifies the completion of the repair orders between the first and second month they are reported in the work-in-process status?

Service Manager

68. Do the Parts, Service and Body Shop Managers along with the Office Manager/Controller together follow up on all Work in Process (WIP) tickets and verify that they are closed out in a timely manner?

Yes – everyone

69. Is a daily operating report of sales, gross profit etc., being provided to the parts manager for review by him (DOC)?

Yes

70. What is the months' supply of the inventory? Does this match the students calculations found in their FS Parts Excel template? Are too many parts stocked in the inventory based on this calculation?

1.68 yes

71. What is the true turn of the inventory? Does that match the students calculations found in their FS Parts Excel template?

3.52 vs 3

72. Is the inventory area large enough for the current level of business? Answers to this question can be obtained when the student does the FTFR (First Time Fill Rate) exercise.

Yes – Although we don't know the guidelines for the FTFR. We are at almost 70%

73. Where are the Dealership's policy and procedures manuals located and who handles the review with the manager and his employees? Who has verified that the manual is located in an area that allows for easy access?

Fixed ops Director & Owner store everything in a cloud based system & reviews w/ PM

74. Is your Parts Department locked up each night? Who has keys?

Parts Manager & Service Manager

75. Do your Counter-people have a cash drawer? Who balances the drawer?

NO

76. Is there a policy in place for overages for the cash drawer/balancing?

NO

77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup?

No

78. What one thing can your organization do to help you do your job better?

A little more involvement and having more people present and knowledgeable about how the parts department works