

First Time Fill Rate

DEALERSHIP NAME		NADA Motors		
		rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
6/20/2019	7	3	1	3
6/21/2019	6	4	0	2
6/24/2019	8	4	1	3
6/25/2019	7	2	3	2
6/26/2019	9	5	2	2
6/27/2019	6	2	1	3
6/28/2019	7	2	0	5
Totals	50	22	8	20



Rate %
42.86%
66.67%
50.00%
28.57%
55.56%
33.33%
28.57%
#DIV/0!
44.00%

43.65%
43.65%
43.65%
43.65%

Departmental Action Plan

Dealership **Empire Truck Sales / Mobile, AL**

Academy Week **Post action plan for week 2 (Parts)**

Class & :

Current Situation

We just completed our last June'19 parts physical inventory and we had a 16% variance which is unacceptable and needs to be below 10%.

Overall Objective:

To reduce the inventory variance to under 10% by our next scheduled inventory physical inventory aspects of our business; first time fill rate, turn-time in the shop and over-all customer satisfaction.

Proposed Timeline

December 2019 / 6 months.

Action Plan

We are now doing daily cycle counts and reconciling credits issued to customer personnel have been assigned daily bin counts to complete and record. Daily cycle counts will improve the overall health and accuracy of our physical inventory.

Requirements

1. Daily, planned cycle counts in order to cover the entire inventory twice and monthly physical inventory in Dec'19.

2.

We have shared our end goal/vision to our people of why we are doing what v importance of accurate counting and how it relates to their personal sales.

3.

Jim Lindsey, Parts Manager, is heading the charge in Mobile. He has set up a coverage/counting of our parts inventory twice before Dec'19. We fully expect

4.

We have incorporated this project to our 'communication board' that is in our become a standing topic item of discussion in our CMT (change management

5.

No added cost other than repurposing employees time.

Projected Date of Completion:

Dec'19

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name

Student Number

% count variance. We feel that this is

ry in Dec'19. This will positively impact many customer satisfaction.

ners daily. Each parts and warehouse / adjustments over and under will be done to

ake necessary changes before the next

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

ve are doing. Also, we are training them on the

template that will ensure total
t to be below our goal of 10% line variance.

warehouse for everyone to view. Also, it has
(team) meetings which are held monthly.