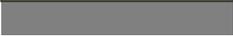


First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
###	2	0	0	2
###	1	0	0	1
###	4	0	0	4
###	2	0	0	2
###	3	0	0	3
###	1	1	0	0
###	2	1	0	1
###	1	0	0	1
###	3	1	0	2
###	1	1	0	0
12/5/2018	3	1	0	2
###	1	0	0	1
###	1	0	0	1
###	1	0	0	1
###	1	0	0	1
###	1	0	0	1
2/22/2019	1	1	0	0
2/25/2019	1	0	0	1
3/2/2019	1	0	0	1
3/6/2019	2	1	0	1
3/7/2019	1	0	0	1
3/13/2019	1	0	0	1
3/14/2019	1	0	0	1
3/18/2019	1	1	0	0
3/19/2019	1	1	0	0
3/21/2019	2	0	0	2
3/25/2019	1	1	0	0
3/25/2019	1	0	0	1
3/29/2019	1	1	0	0
3/30/2019	1	1	0	0
4/2/2019	1	0	0	1
4/3/2019	1	0	0	1
4/4/2019	1	0	0	1
4/5/2019	3	2	0	1
Totals	50	14	0	36



Rate %
0.00%
100.00%
50.00%
0.00%
33.33%
100.00%
33.33%
0.00%
100.00%
0.00%
0.00%
50.00%
0.00%
0.00%
0.00%
100.00%
100.00%
0.00%
100.00%
0.00%
100.00%
100.00%
0.00%
0.00%
0.00%
66.67%
28.00%



DEALER TRACK ARKONA		MONTH OF:				PROFILES
STATUS		%	#	PIECES	VALUE	
ACTIVE PARTS: STOCKED		11.70%	175	245	\$14,038.63	See 9 D
ACTIVE PARTS: EXCESS STOCK		32.60%	284	5,331	39,201.79	LESS THAN
ACTIVE PARTS: UNDERSTOCKED		1.80%	82	80	2,158.31	LESS THAN
ACTIVE PARTS: TO PHASE OUT		4.10%	9	38	4,990.56	LESS THAN
TOTAL ACTIVE PARTS		50.20%	550	5,694	\$60,389.29	70%
SUPERCEDED W/ON HAND		2.30%	24	301	2,717.58	LOW DBL
INACTIVE W/ON HAND		47.50%	984	4,777	57,168.53	LESS THAN
INACTIVE PART NUMBER # AND %						
TOTAL INV. TO SELL		100.00%	1,558	10,772	\$120,275.40	
CORES ON HAND			74	149	23,570.00	LOW PIECE
NEG-ON-HAND			1	1	50.56	LOW DBL
TOTAL OF INVENTORY			1,633	10,920	\$143,794.84	
PARTS ON OPEN R. O.'S			526	977	38,796.02	ONE DAY'S
VALUE OF TOTAL INVENTORY			2,159	11,897	\$182,590.86	
NOT ON FACTORY MASTER			10,499	3,197	15,774.84	MINIMAL
PARTS WITH OUT COST			222	1	0	MINIMAL
INVENTORY AGING BY LAST SOLD						
		VALUE	%	ACUM %		INS
NEVER SOLD		14,413	12.20%	12.20%		
ONE YEAR AGO PLUS		11,216	9.50%	21.70%		THIS
ELEVEN MONTHS AGO		1,656	1.40%	23.10%		
TEN MONTHS AGO		3,220	2.70%	25.80%		THIS
NINE MONTHS AGO		1,599	1.40%	27.20%		
EIGHT MONTHS AGO		938	0.80%	28.00%		THESE PARTS WILL BE IN A "
SEVEN MONTHS AGO		2,948	2.50%	30.50%		
SIX MONTHS AGO		1,534	1.30%	31.80%		
FIVE MONTHS AGO		3,499	3.00%	34.80%		
FOUR MONTHS AGO		3,969	3.40%	38.20%		
THREE MONTHS AGO		2,708	2.30%	40.50%		THIS IS YOUR ACT
TWO MONTHS AGO		11,267	9.50%	50.00%		
ONE MONTH AGO		10,625	9.00%	59.00%		
CURRENT MONTH		48,768	41.20%	100.20%		
TOTAL INVENTORY		118,360	100.00%			Guide is 1.5 Months Suppl
CORES WITH ON HAND		23,570				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)

gross turns 6.0
true turns 1.29
FTFR 28.0%

Departmental Action Plan

Dealership

Academy Week

Class & I

Current Situation

We are currently having trouble with our special order parts process. We are having trouble with our wholesale and warranty customers.

Overall Objective:

Our overall objective is to decrease our SOPs in order. By doing so, we will free up more space in our warehouse.

Proposed Timeline

My proposed timeline is 60 days.

Action Plan

Our action plan is to incorporate a grading scale (such as the green, yellow, and red) for our special order parts. We will start making yellow and red customer pre-pay for their SOP with a 20% restocking fee. On our warranty customers we will set the follow up parts. We have had a major problem with them returning the items they ordered 30 days before their scheduled appointments to verify that they will be able to make the parts. If we have trouble reaching the customers on day 45, we will start looking for other ways to reach them.

Requirements

Meeting with Dealer:

1. The above stated action plan has been proposed and put into place.

Meeting dealership personnel:

2. We held a meeting with the parts personnel and service advisors explained th

Accountability: Monitoring progress:

- 3.

We started the pro
after the morning delivery is stocked in, he will print the special order parts lis

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

- 4.

I will review the process every week with the parts manager. I will ask him if th
time. Myself, the GM, and the parts manager will also meet with the service ad

- 5.

Estimated cost for implementation:

have 12583 in special order parts on warranty repair orders. By implementing
order parts to a minimum on the warranty repair orders, and also keep our OB:

Projected Date of
Completion:

September 1st 2019

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Student Name

Student Number

having trouble with our special order parts,

be up frozen capital.

nd red system) for our wholesale customers.
return policy. On the green customers we will
p appointment at the time of ordering the
ed. We will follow up with the customers two
ake it, and also inform them we have received
oking into returning the parts, because of we

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

e new process and everyone is on board.

**cess with the parts manager. The morning
st and hand it to each service advisor**

**ere are any issues with the new system at that
visors bi-weekly.**

**Currently we
this action plan, we should keep our special
SO down on our wholesale customers.**