First Time Fill Rate

DEALERSHIP NAME		NADA Motors	rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day
7/16/2019	18	11	5	2
7/18/2019	9	3	4	2
7/19/2019	15	9	3	3
7/22/2019	10	7	2	1
Totals	52	30	14	8

Rate %
61.11%
33.33%
60.00%
70.00%
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
57.69%

CDK Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide		COLOR SCORING
Normal or Active Stock		#DIV/0!	over 70%		GOOD
Automatic Phase Out		#DIV/0!	Less than 30%		WARNING
Dealer Phase Out		#DIV/0!	Less than 1%		DANGER
Manual Order		#DIV/0!	Less than 3%		GREAT
Non Stock Part $'s		#DIV/0!	Less than 5%		Seldom used
Non Stock Part #'s*			Greater than 70% of PN's		OK….BUT..
Clean Core		#DIV/0!	# PIECES	PART #	OUCH !!!!!!
Dirty Core		#DIV/0!			
Total Inventory	$0	#DIV/0!			ouch!!!

| 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 guide
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	Pass or Fail ?
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 fro	
MONTHS SUPPLY (This calculation from yo	
GROSS (TOTAL) TURNS (from your FS Tem	
TRUE (STOCK) TURNS (from your FS Temp	
FTFR (FIRST TIME FILL RATE)	

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

REYNOLDS 2213 Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide		
				GOOD	
				WARNING	
				DANGER	
Normal or Active Stock	$1,618,137	45.56%	over 70%	GREAT	
Automatic Phase Out	$1,217,625	34.29%	Less than 30%	Seldom used	
Dealer Phase Out	$0	0%	Less than 1%	OK….BUT..	
Manual Order	$41,787	1%	Less than 3%	OUCH !!!!!!!!!!	
Non Stock Part $'s	$79,595	2%	Less than 5%	YIKES	
Non Stock Part #'s*	779		Greater than 70% of PN's		
Core Clean	$560,909	16%	pn	pieces	
Core Dirty	$33,185	1%	pn	pieces	
Replace by hold RBH	$41	0%	pn	NA	pieces
				NA	
Total Inventory	$3,551,279	100%			

REYNOLDS

Activity	Value	% of inventor	NADA Guide	Notes	
Current	$1,224,684	42.71%	75%	this is your current and active	
1-3 Months	$790,893	27.58%	included	healthy parts inventory	
4-6 Months	$268,560	9.37%	23%		
7-9 Months	$126,459	4.41%	2%	65% Will likely become obso	
10-12 Months	$104,397	3.64%	included	85% Will likely become obso	
13-24 Months	$212,129	7.40%	0%	Technically Obsolete	
25+ months	$140,062	4.89%	0%		
TOTAL	$2,867,184	100.00%			
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				PASS/ FAIL	
OBSO POSITION (LINES 23-26 FROM ABOVE)				FAIL	
NEG-ON-HAND (MINUS-ON-HAND)				PASS	
CLEAN CORE				PASS	
DIRTY CORE				PASS	
LOST SALES CALCULATOR VS. ACTUAL				FAIL	
AVERAGE STOCK ORDER (NEEDED FOR F:				PASS	
MONTHS SUPPLY (FS TEMPLATE)				FAIL	
GROSS (TOTAL) TURNS (from your FSTemp				FAIL	
TRUE (STOCK) TURNS (from your FS Temp				FAIL	
FTFR (FIRST TIME FILL RATE) (from your p				FAIL	
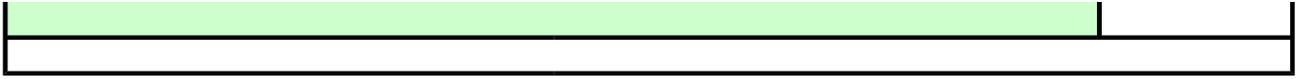
OBSO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VALUE	$82,198	
.85 TIMES THE 10-12 MONTH VALUE	$88,737	
PLUS THE 13-24 MONTH VALUE	$212,129	
PLUS THE 25+ VALUEEQUALS	$140,062	
OBSO AS A % OF TOTAL	$ 523,126.80	18.25%

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 u
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 inver	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		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 V	$0	
.85 TIMES THE 10-12 MONTH	$0	
PLUS THE 13-24 MONTH VAL	$0	
PLUS THE 25+ VAL EQUALS	$0	
OBSO AS A % OF TOTAL	$ -	#DIV/0!

L

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 Inver	%	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%		
13-18 Months			#DIV/0!	Technical Obsolescence 2% is g		
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
uide	PLUS			0
	PLUS			0
	EQUALS	#DIV/0!		0

Pass or Fail ?

DEALER TRACK ARKONA STATUS	MONTH OF:				PROFILES
	%	#	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!	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACT
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 Supp
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
S 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	
S 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	
ly	
Y & CLEAN STATUS (see below)	

Pass or Fail ?	
	#DIV/0!

Lightyear Stocking Status INVESTMENT	Inventory Value		% of Inventory	Guide		COLOR SCORING
Normal or Active Stock			#DIV/0!	over 70%		GOOD
Automatic Phase Out			#DIV/0!	Less than 30%		WARNING
Dealer Phase Out			#DIV/0!	Less than 1%		DANGER
Manual Order			#DIV/0!	Less than 3%		GREAT
Non Stock Part $'s			#DIV/0!	Less than 5%		Seldom used
Non Stock Part #'s*				Greater than 70% of PN's		OK….BUT..
No Phase Out				NA		OUCH !!!
				NA		
Clean Core			#DIV/0!	# PIECES	PART #	OUCH !!!!!!
Dirty Core			#DIV/0!			
Total Inventory	$0		#DIV/0!			ouch!!!

Lightyear

Activity	Value $	% of Inver	%	Notes & Guides	Pass or Fail ?
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% is guide	
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is guide	
New parts no sales			#DIV/0!	Minimal Amount	
Total Inventory			#DIV/0!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat					Pass or Fail ?
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)					

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

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 u	
		#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 V	$0	
.85 TIMES THE 10-12 MONTH	$0	
PLUS THE 13-24 MONTH VAL	$0	
PLUS THE 25+ VAL EQUALS	$0	
OBSO AS A % OF TOTAL	$ -	#DIV/0!

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UCS SCORECARD Stocking Status Observations	Inventory Value	% of Inventory	Guide		
				GOOD	
				WARNING	
				DANGER	
Active Stock (0-6 month activity)	$1,618,137	46.75%	over 70%	GREAT	
Zero Guide (Auto Phase out)	$1,127,625	32.58%	Less than 30%	Seldom used	
No bin Location Parts	$0	0%	Less than 1%	OK….BUT..	
Manual Order Review	$41,787	1%	Less than 3%	OUCH !!!!!!!!!!	
No Match (Non Stock Part $'s)	$79,595	2%	Less than 5%		
Total Watch #'s (N/ Stock Part #'s)	779	4%	Greater than 70% of PN's		
Clean Core	$560,909	16%			
Dirty Core	$33,185	1%	Are controls in place?		
			NA		
			NA		
Total Inventory	$3,461,238				
EXTRA LINES					
EXTRA LINES					

UCS

Investment Activity	Value	% of inver	NADA Guide	Notes
Current TO 3 Months	$1,224,684	42.71%	75%	this is your current and active
3 to 6 Months	$790,893	27.58%	included	healthy parts inventory
6-9 Months	$268,560	9.37%	23%	65% Will likely become obso
9-12 Months	$126,459	4.41%	2%	85% Will likely become obso
12 Months + Over	$456,588	15.92%	included	This is your Technical OBSO
		0.00%		
		0.00%		
TOTAL	$2,867,184	100.00%		

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 23-26 FROM ABOVE)	Fail
NEG-ON-HAND (MINUS-ON-HAND) (minus balance parts)	PASS
CLEAN CORE	PASS
DIRTY CORE	PASS
LOST SALES CALCULATOR VS. ACTUAL	FAIL
AVERAGE STOCK ORDER	PASS
MONTHS SUPPLY	FAIL
GROSS (TOTAL) TURNS (from your FS templat	FAIL
TRUE (STOCK) TURNS (from your FS Template	FAIL
FTFR (FIRST TIME FILL RATE) (from your part	FAIL

$174,564.00	
$107,490.15	
$456,588	
$738,642.15	25.76%

Departmental Action Plan

Dealership Rogers Dabbs Chevrolet **Student Name**

Academy Week July 9-12 **Class & Student Number**

Current Situation

We are not collecting deposits on customer pay special order parts on repair

Overall Objective:

To implement and install a "special order deposit" for our customer pay repai
our non-repair order process. This will effectively lower our obsolesence and
customer to have incentive to return and have part installed instead of it just
as a stock part with no movement. This will also allow our service departmen
return rate and ultimatley more business from the install of the prepaid parts
customers will have to return to have installed.

Proposed Timeline

This process will be installed, implemented, and consistant by December 31

Action Plan

Describe necessary actions to reach desired result:1) Research how to properly use the special
and Reynolds.
2) Develop a process for training back-counter personnel on how to effectivley use this tool.
3) Provide call scripts to service advisors on how to relay to the customer that for us to special order
portion of the price up front. 4) Provide the Parts department manager with the metrics to pull an "ex
see how many times his counter-people abandoned the process. 5) Set the expectations of what I e
manager and the results I expect him to recieve from his people. 6) Spot check and review with Part
for adhearence to policy.

Requirements

Meeting with Dealer:

1. **Action Proposed:** Implementation of pre-paid special order part deposit.

Meeting with stakeholder(s) (dealership personnel):

Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain

2. Training: Traning will consist of showing the parts counterpeople how to code
to the repair order to allow for a "special order deposit". This is a very simple
requires them to code the part as a "SD" part when put on the repair order. Tr
advisors will consist of educating them on being transparent to the customer,
front that we can special order this part for thier vehicle but they will be resp
on this part if it is an item they will not be leaving thier vehicle in the shop fo
know the parameters that if the vehicle is staying in the shop while the part i
deposit will be required from the customer. This is just to ensure that when a
order a part that we have no movement on or no stocking history that the cu
of returning to have the part installed.
Coaching: Listning to Service advisors tell the customers about the process a
using the proper verbiage and phrasing. Also by monitoring the parts counter
to decide when the coding needs to be used and when it does not.
Consequeses will be minimal due to every other industry and most other dea
requiring this process.
Pain & Gain: This will allow us to not continue ordering rarely sold parts that c
intent of comming back to get installed. We are currently moving more than 1
over to stock parts from our special order shelves because the customer had
returning to have the part installed. This will also allow us to put a more preci
parts are being sold to help develop a more accurate stocking policy.

3. **Accountability: Monitoring progress:**
Who: Myself and the Parts Manager
What: Pulling the "exeptions" report to see who is over-riding the system
By When: Begging 2 weeks from install date.
How: Exceptions report in Reynolds and Reynolds

4. **Describe checkpoints that have been established to measure progress:**
Daily / Weekly / Bi-weekly / Monthly /

Date(s) for review: Reviews will be conducted daily by the parts manager and weekly by me. I wil the process is being followed by the service advisors.

5. **Estimated cost for implementation: $0.00**

| Projected Date of Completion:	12/31/2019	Sponsor Signature:	Michael Wallis 7/22/19

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

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI /

The impact area here will be obsolete parts however, this will also have a positve impact on Se returning to have the part installed, lifting revenue in the service department. This will also all accurate scheduling by knowing the part is prepaid and that installation will be absolute.
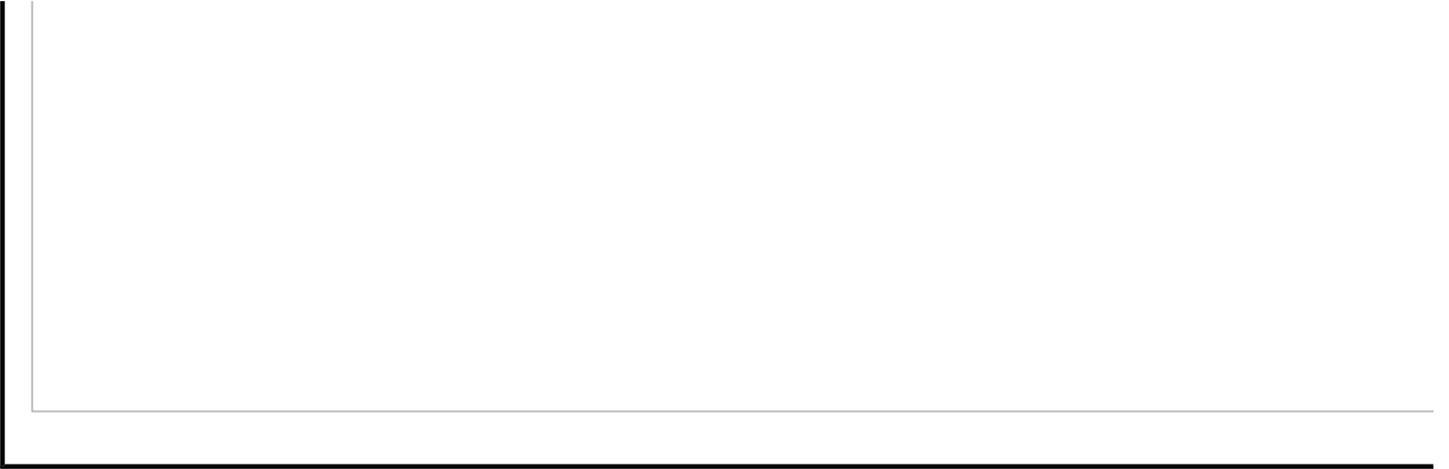
Patrick Williamson

352-17

orders.

r orders to match
allow for the
going to the shelf
t to get a better
that more

st 2019.

order deposit tool in Reynolds

this part, we will require a
ceptions" report allowing him to
xpect to happen with the parts
s manager 2-3 times per month

the part when applied
process that only
aining the Service
, letting them know up
onsible for the deposit
r. They will need to
s ordered that no
customer tells us to
stomer has full intent

nd coaching them on
people on thier ability

lerships already

customers have no
100 parts per month
no intention on
ise number on what

ll also spotcheck to make sure

ervice by the customer
ow for the BDC to make more