

CDK			
Stocking Status	Inventory	% of Inventory	Guide
INVESTMENT	Value		
Normal or Active Stock	\$133,564	82.95%	over 70%
Automatic Phase Out	\$10,975	6.82%	Less than 30%
Dealer Phase Out	\$1,184	0.74%	Less than 1%
Manual Order	\$1,338	0.83%	Less than 3%
Non Stock Part \$'s	\$11,879	7.38%	Less than 5%
Non Stock Part #'s*	7,209	77.54%	Greater than 70% of
Clean Core	\$2,085	1.29%	# PIECES
Dirty Core		0.00%	PART #
			7644
			9297
Total Inventory	\$161,025	100.00%	

Activity	Value \$	%	Notes & Guides
0-3 Months	116,748	73%	ACTIVE INVENTORY at 75%
4-6 Months	18,185	11%	ACTIVE INVENTORY at 23%
7-12 Months	19,573	12%	75% will likely become Obso 2% i
Over 12 Months	828	1%	Technical Obsolescence 2% is gu
New parts no sales	4,584	3%	Minimal Amount
Total Inventory	159,918	100%	

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 Temp
GROSS (TOTAL) TURNS (from your FS Template)
TRUE (STOCK) TURNS (from your FS Template)
FTFR (FIRST TIME FILL RATE)

First Time Fill Rate

DEALERSHIP NAME		NADA Motors	First time fill rate
DATE	# OF RO'S	Time	Day
7/22/2019	5	3	1
7/23/2019	4	3	
7/26/2019	9	7	1
7/27/2019	11	7	2
7/30/2019	5	5	
8/1/2019	8	6	
8/6/2019	4	4	1
8/8/2019	5	5	
Totals	51	40	5



Same Day	Fill Rate %
1	60.00%
1	75.00%
1	77.78%
2	63.64%
	100.00%
2	75.00%
	100.00%
	100.00%
	#DIV/0!
7	78.43%



Departmental Action Plan

Dealership Heiser Toyota

Academy Week Fixed Operations - Week 2

Current Situation

Currently our parts department consistently generates a profit each month, turns our inventory for growth or in other words additional profit. So where do we find this additional profit? Sell more accessories but the question is what can parts do to create its own additional profit? The answer for all parts departments so that leaves the option of additional retail counter sales.

Overall Objective:

The overall objective is to increase retail counter sales by 25%, consistently exceed our current 80/20 split. This can be achieved by creating an actual sales process, focusing heavily on the phone supported by sales and phone training.

Proposed Timeline

Broken down in four monthly steps, the actual completion date to have parts working

Action Plan

Creating a phone/sales process for parts will need to begin by working along side the current process to assure it can be implemented smoothly and actually be efficient. By the end of September regarding how to handle all incoming calls, and follow up for any unsold counter sales. Implement our DMS system, creating follow up tasks, and help track customers parts sales history along with training, by the end of October 2019 (month two). Months three and four will be focused on training and implementation.

Requirements

1. Step one: Discussing the plan with the CEO and COO about how a more defined sales

2. Step two: Work with the parts manager, fixed operations director and special projects
Then working with the BDC director to integrate the process with the DMS systems, ci

3. Accountability: All parts counter associates we be responsible for their own customer
Who: Part manager will be responsible to monitoring follow up and identifying if addit
What: DMS needs to be monitored to make sure tasks are completed and customers a
By When: Task should be completed daily.
How: By monitoring the DMS system, follow up should be easy.

4. Describe checkpoints that have been established to measure progress:
Daily observation of completed task. Weekly / Bi-weekly / Monthly /
Bi-weekly review of daily/weekly sales goals to determine where focus needs to be dir
Monthly reviews of total gross profit, break even points vs. actual sales, and changes

5. Estimated cost for actual implementation should be very minimal. The only possible c
training.

Projected Date of
Completion:

12/31/2019

Sponsor Signature:

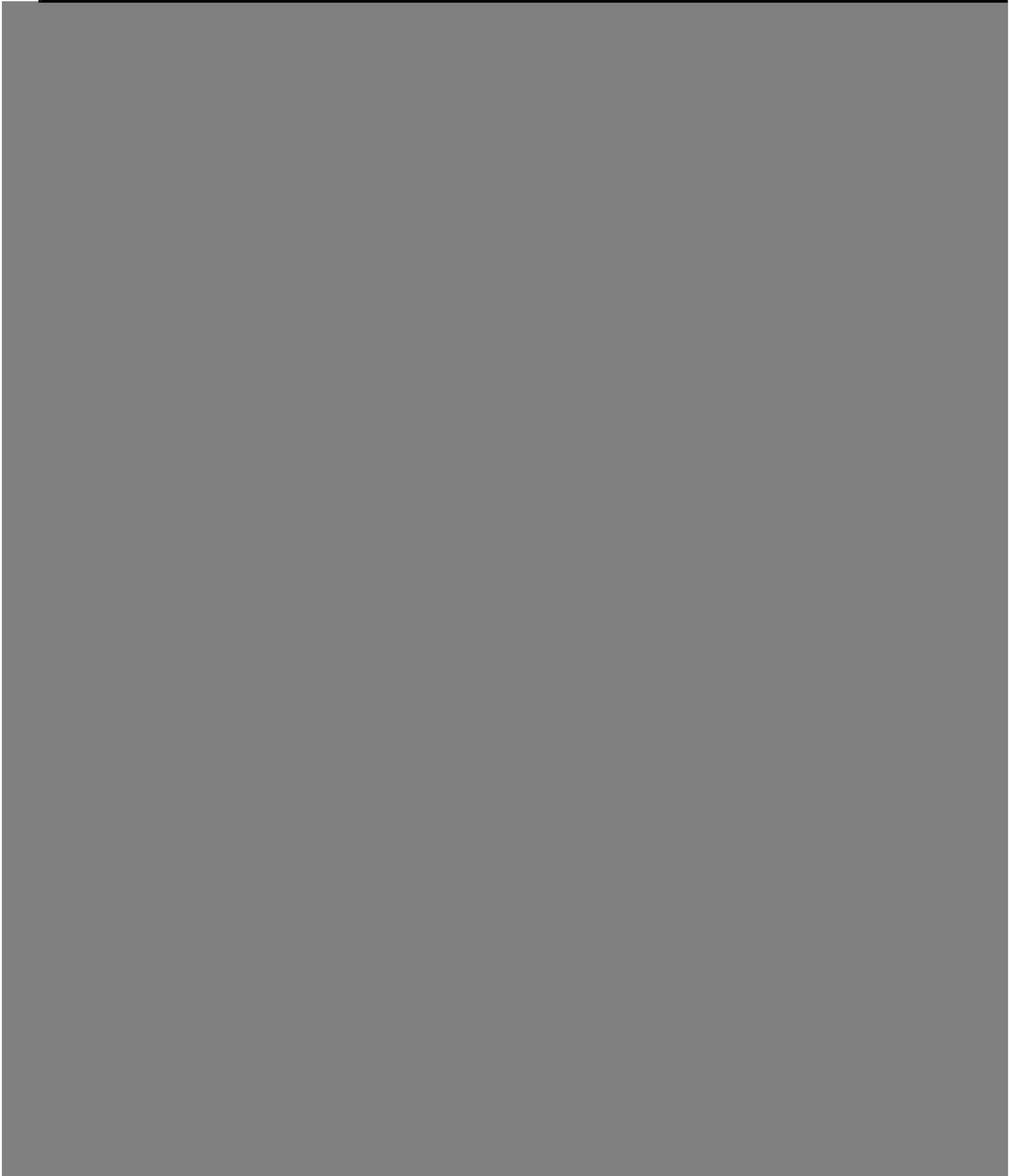
Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

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Class & Student Number **N352**

inventory quickly and has minimal obsolescent, but there is always room for profit? We could always say service needs to sell more jobs or sales should be profitable without the help from other departments. Wholesale is not the sales.

our break even point by 40 - 50% and get our sales distribution closer to rely on incoming calls, which can be managed by our DMS system and

with a new process will be complete by December 31, 2019.

parts manager, fixed operations manager and special projects director in September 2019 (month one) written processes will be established. Once written processes are established they can be integrated into the system. This step should be fine tuned by our BDC director and completed, and will be spent training, and following up on training.

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

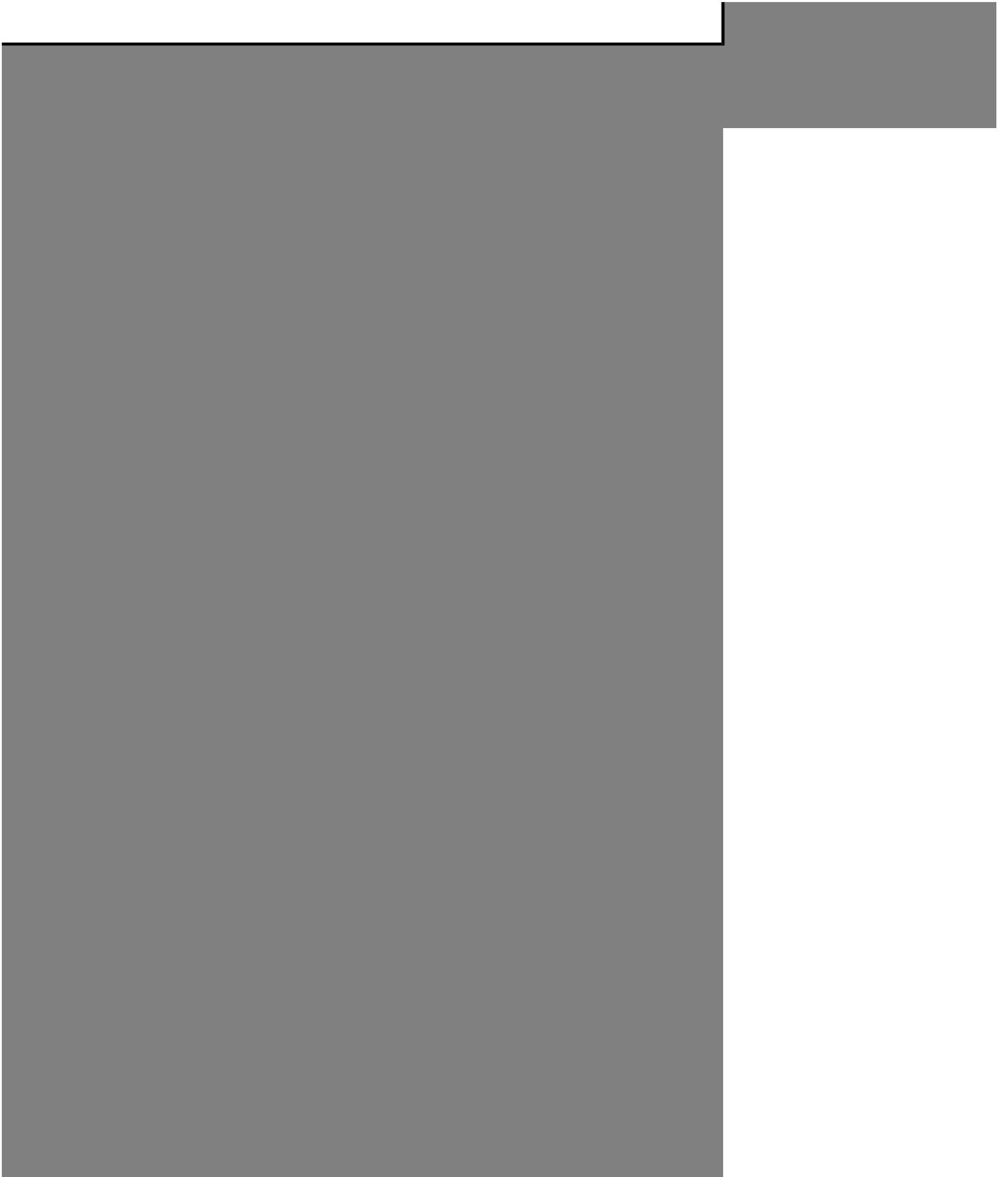
role in the parts department can generate additional profit.

coordinator to develop a written process that is smooth and efficient.
create log ins for all parts personnel and create a training schedule.

follow up.
ional training is needed.
re inputted correctly

ected.
in sales distribution.

external cost would accure if we needed to hire an outside source for



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AKE YOUR
ORRECT