

Asbury 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” % (50 points).
2. 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)

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.

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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? **Once a Quarter**
2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area. **We stay competitive buy doing monthly mystery shops and adjusting accordingly**
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. **Done**
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. **Wholesale, Retail, Service are viewed and adjusted as needed.**
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? **We look monthly for % change and if need be, will drill down on every invoice to find discrepancies.**
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)) **No, we use the honor system. Also only manager can adjust (+or-) inventory.**
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, of course.**
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? **Discounts are only offered in Service by a trackable Operation Code.**
9. Do you have an internet presence for your parts department? **Yes, an online website that helps generate additional traffic.**

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 sell MB merchandise from MB's "Collection" and holds a 20% margin.**
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, the Manager and Drivers promote the store themselves. Drivers visit new shops 2-3 times a week.**
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?
13. With the growing use of mobile smartphones by customers do you have a mobile ready website? **Yes we do**
14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated? **Once a quarter or on Holiday weeks**
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? **This is monitored monthly and changed as needed.**
16. Does the parts department actually seek additional revenue or "live off" the sales of the service department only? If not why not? **We seek every dollar we can through Wholesale and Counter Retail. Service is like the cake and wholesale/retail is like the icing.**
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? **We could do a MUCH better job of this.**
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. **In our market area, we grab everything we can.**
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? [Locally, 20 miles. We deliver several times a day. We offer supreme service vs our competition.](#)
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?) [We only offer wholesale to those with automotive resale certs. We require current certificates every year.](#)
 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.
 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? [This is controlled on a corporate level.](#)
 23. Is the financial statement for the parts department given to the manager and discussed on a weekly/monthly basis? [Yes, monthly basis.](#)
 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? [On every invoice & RO. It is reviewed when necessary.](#)
 25. Do you require 100% pre-payment on these parts? Do you differentiate between Counter Retail/Wholesale and Service RO? [We require pre-payment on all non-returnable parts or Large dollar items over \\$150.00](#)
 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? [We may make exceptions, 20% restocking fee and we return every 30 days.](#)
 27. Who are the parties that are involved in the SOP process start to finish? [The writing of the process is controlled by the Parts Manager. The counter advisors follow the process daily.](#)
 28. Are special order forms completed in a legible manner so that the customer information can be read? [Yes they are all electronic and not hand-written.](#)
 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? [Advisors contact customers from a daily report. Office staff](#)

follows up after several attempts by the advisor. The SOP Parts all go into designated SOP bins.

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? [They are in regular inventory.](#)
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?
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)
33. Who established internal parts pricing policies? Are all internal purchases centralized and run through the Parts Department for control purposes? [Corporate controls this.](#)
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) [It is usually over the GL balance by 1%-1.5%](#)
35. If the accounting inventory value is higher than the parts computer, look for the parts inventory missing items (uncontrolled inventory). (Monthly Reconciliation Exercise) [Non-issue](#)
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) [No it does not. There are explainable reasons to 'find money' in a parts dept. Example: a coolant flush actually uses ½ gallon of coolant. 1 full gallon does 2 cars but you cannot charge out a half gallon so once you've acquired extra gallons, you plus them in or receipt them in which causes an overage.](#)
37. If LIFO is used, when inventory value is used to calculate days' supply, etc., the actual value should include the LIFO reserve.
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) [Orders and Receipts are done but a counter person and a shipper/receiver. All other processes are handled by the 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? **Training is done as needed. MB training is required every quarter.**
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? **Every MB training is electronic and can be accessed at any time as well as training reports.**
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**
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?
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? **It is less than 10% and controlled by the manager. Sales data and local competition inventory all play into the decision of each part in question.**
44. Is the trend of those changes in question #42 a positive or negative trend? **Positive for inventory control and customers.**
45. What is the percentage of stock order from the factory versus outside purchase (emergency purchases)? **82%-85%**
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? **Every month for Month End reports.**
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? **Inventory is mostly controlled by MB's StockPro**
48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time) **As bin checks are completed. Weekly/Monthly basis.**

49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time) **Yes, at least once a month.**
50. Are the transactions for each day reviewed by the parts manager to make certain that any adjustments made (plus or minus) are accurate? **No**
51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? Others in the dealership? **Yes, everyone had same answer..**
52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale? **We post 300-400 lost sales per month.**
53. Who reviews the Lost Sales? When are they reviewed? **The Service and Parts managers both review monthly.**
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)? **These are tracked by StockPro which will recommend the stocking level.**
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 demand days in 60 days.**
56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO? **98%**
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)? **Shop supplies and some hardware are in regular inventory but separated by Source Code.**
58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures? **Verbal, updated as needed.**
59. Who files damage claims on parts shipments received? **The Parts Manager files all damage claims once verified.**
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? **Counter person creates stock orders with SOP cards in hand to verify line by line.**
61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis? **Perpetual inventory is done 11 months out of the year as the 12 month is physical inventory.**

62. Who applies and loads the monthly price updates? [This is automatic via the JOB stack in CDK every month end.](#)
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)?
64. What adjustments were required after the last physical inventory to the dollar value, etc., of the inventory? [Added a few thousand to the GL balance to reconcile.](#)
65. Are all obsolete parts that are on the inventory physically in the store? [Yes, but in a different Source.](#)
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? [They are also in a BIN designated for this reason.](#)
67. Who verifies the completion of the repair orders between the first and second month they are reported in the work-in-process status?
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, every month end.](#)
69. Is a daily operating report of sales, gross profit etc., being provided to the parts manager for review by him (DOC)? [Yes, at any moment it can be pulled up in real-time.](#)
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? [Days supply is 42 days.](#)
71. What is the true turn of the inventory? Does that match the students calculations found in their FS Parts Excel template?
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](#)
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? [Electronic on shared drives.](#)
74. Is your Parts Department locked up each night? Who has keys? [Only Senior counter people and Manager have keys. The Dept is locked at all times!](#)
75. Do your Counter-people have a cash drawer? Who balances the drawer? [Cash is all handled by Service Office staff.](#)
76. Is there a policy in place for overages for the cash drawer/balancing? [Yes](#)
77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup? [No cameras](#)
78. What one thing can your organization do to help you do your job better? [They do a great job as it is.](#)