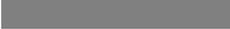






<b>Rate %</b>
<b>85.11%</b>
<b>86.79%</b>
<b>87.93%</b>
<b>#DIV/0!</b>
<b>86.71%</b>



CDK Stocking Status INVESTMENT				Inventory Value	% of Inventory	Guide	COLOR SCORING
Normal or Active Stock		\$249,834	52.29%	over 70%		GOOD	
Automatic Phase Out		\$75,988	15.90%	Less than 30%		WARNING	
Dealer Phase Out		\$761	0.16%	Less than 1%		DANGER	
Manual Order		\$38,159	7.99%	Less than 3%		GREAT	
Non Stock Part \$'s		\$101,668	21.28%	Less than 5%		Seldom used	
Non Stock Part #'s*		16,265	81.00%	Greater than 70% of PN's		OK....BUT..	
Clean Core		\$11,405	2.39%	# PIECES	PART #	OUCH !!!!!	
Dirty Core		\$0	0.00%				
Total Inventory		\$477,815	100.00%			ouch!!!	

Activity	Value \$	%	Notes & Guides
0-3 Months	277,682	60%	ACTIVE INVENTORY at 75%
4-6 Months	37,053	8%	ACTIVE INVENTORY at 23%
7-12 Months	38,260	8%	75% will likely become Obso 2% is guide
Over 12 Months	80,788	17%	Technical Obsolescence 2% is guide
New parts no sales	32,626	7%	Minimal Amount
Total Inventory	466,409	100%	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	FAIL
NEG-ON-HAND (MINUS-ON-HAND)	FAIL
CLEAN CORE	PASS
DIRTY CORE (RDCI) OR DONE MANUALLY	N/A
LOST SALES CALCULATOR VS. ACTUAL	FAIL
AVERAGE STOCK ORDER (Obtain data from	PASS
MONTHS SUPPLY (This calculation from yo	PASS
GROSS (TOTAL) TURNS (from your FS Tem	PASS
TRUE (STOCK) TURNS (from your FS Templ	PASS
FTFR (FIRST TIME FILL RATE)	PASS

OBSO POSITION			
.75 TIMES	\$		28695
PLUS			80,788
PLUS			32,626
EQUALS		30%	142109

REYNOLDS 2213 Stocking Status INVESTMENT				GOOD
				WARNING
				DANGER
Inventory Value	% of Inventory	Guide		
Normal or Active Stock	#DIV/0!	over 70%		GREAT
Automatic Phase Out	#DIV/0!	Less than 30%		Seldom used
Dealer Phase Out	#DIV/0!	Less than 1%		OK....BUT..
Manual Order	#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	
Replace by hold RBH	#DIV/0!	pn	NA pieces	
			NA	
Total Inventory	\$0	#DIV/0!		

REYNOLDS

Activity	Value	% of inventor	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current and active healthy parts inventory
1-3 Months		#DIV/0!	included	
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/ FAIL
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				
MONTHS SUPPLY (FS TEMPLATE)				
GROSS (TOTAL) TURNS (from your FS Templ				
TRUE (STOCK) TURNS (from your FS Templ				
FTFR (FIRST TIME FILL RATE) (from your pa				



OBISO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VALUE		\$0
.85 TIMES THE 10-12 MONTH VALUE		\$0
PLUS THE 13-24 MONTH VALUE		\$0
PLUS THE 25+ VALUE EQUALS		\$0
OBISO AS A % OF TOTAL	\$	- #DIV/0!

AUTO MATE				GOOD
Stocking Status	Inventory Value	% of Inventory	Guide	WARNING
INVESTMENT				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 healthy parts inventory
Current to 3 Months		#DIV/0!	75%	
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!		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				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 FS Template)				
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	

OBISO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VA	\$0	
.85 TIMES THE 10-12 MONTH	\$0	
PLUS THE 13-24 MONTH VALU	\$0	
PLUS THE 25+ VALUEQUALS	\$0	
OBISO 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% i
13-18 Months			#DIV/0!	Technical Obsolescence 2% is gu
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory			#DIV/0!	

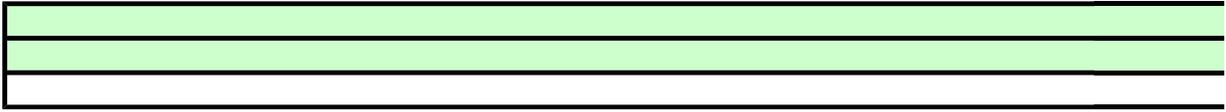
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>
<b>OBSO POSITION (LINES 20-22 FROM ABOVE)</b>
<b>NEG-ON-HAND (MINUS-ON-HAND)</b>
<b>CLEAN CORE</b>
<b>DIRTY CORE (RDCI) OR DONE MANUALLY</b>
<b>LOST SALES CALCULATOR VS. ACTUAL</b>
<b>AVERAGE STOCK ORDER (Obtain data from your OE)</b>
<b>MONTHS SUPPLY (This calculation from your FS Template)</b>
<b>GROSS (TOTAL) TURNS (from your FS Template)</b>
<b>TRUE (STOCK) TURNS (from your FS Template)</b>
<b>FTFR (FIRST TIME FILL RATE)(this is a post class assignment)</b>





DEALER TRACK ARKONA		MONTH OF:				PROFILES
STATUS		%	#	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
<b>INVENTORY AGING BY LAST SOLD</b>						
		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!		THIS IS YOUR ACT
THREE MONTHS AGO			#DIV/0!	#DIV/0!		
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

<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>
<b>OBSO POSITION (LINES 25 to 31 FROM ABOVE) (includes potential and technicle OBSO)</b>
<b>NEG-ON-HAND</b>
<b>CLEAN CORE (Provide the # of part #'s and # of pieces)</b>
<b>DIRTY CORE</b>
<b>LOST SALES CALCULATOR VS. ACTUAL</b>
<b>AVERAGE STOCK ORDER (this will help you calculate your true turnfound in the FS temp)</b>
<b>MONTHS SUPPLY (this calculation is found in the FS template)</b>
<b>GROSS (TOTAL) TURNS (from your FS Template)</b>
<b>TRUE (STOCK) TURNS (from your FS Template)</b>
<b>FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)</b>







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
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!	
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				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				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
INVESTMENT	Value			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 inver	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current and active healthy parts inventory
1-3 Months		#DIV/0!	included	
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!		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				PASS/ FAIL
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 FS Template)				
TRUE (STOCK) TURNS (from your FS Template)				
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)				

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OBSSO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VA	\$0	
.85 TIMES THE 10-12 MONTH	\$0	
PLUS THE 13-24 MONTH VALU	\$0	
PLUS THE 25+ VALUEQUALS	\$0	
OBSSO AS A % OF TOTAL	\$ -	#DIV/0!

UCS SCORECARD				GOOD
Stocking Status	Inventory Value	% of Inventory	Guide	WARNING
Observations				DANGER
Active Stock (0-6 month activity)			over 70%	GREAT
Zero Guide (Auto Phase out)			Less than 30%	Seldom used
No bin Location Parts			Less than 1%	OK....BUT..
Manual Order Review			Less than 3%	OUCH !!!!!!!!!!!
No Match (Non Stock Part #'s)			Less than 5%	
Total Watch #'s (N/ Stock Part #'s)			Greater than 70% of PN's	
Clean Core				
Dirty Core			Are controls in place?	
			NA	
			NA	
Total Inventory	\$0			
EXTRA LINES				
EXTRA LINES				

UCS

Investment Activity	Value	% of inver	NADA Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current and active healthy parts inventory
3 to 6 Months		#DIV/0!	included	
6-9 Months		#DIV/0!	23%	65% Will likely become obso
9-12 Months		#DIV/0!	2%	85% Will likely become obso
12 Months + Over		#DIV/0!	included	This is your Technical OBSO
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				Pass or Fail ?
OBSO POSITION (LINES 23-26 FROM ABOVE)				
NEG-ON-HAND (MINUS-ON-HAND) (minus balance parts)				
CLEAN CORE				
DIRTY CORE				
LOST SALES CALCULATOR VS. ACTUAL				
AVERAGE STOCK ORDER				
MONTHS SUPPLY				
GROSS (TOTAL) TURNS (from your FS templa				
TRUE (STOCK) TURNS (from your FS Templat				
FTFR (FIRST TIME FILL RATE) (from your part				

\$0.00	
\$0.00	
\$0	
\$0.00	#DIV/0!

## Departmental Action Plan

Dealership **Honda of Chantilly**

Academy Week **Week 2 - Fixed Operations 1 - Parts**

Class &

### Current Situation

#### Counter Parts Sales

Our parts department has the highest gross profit potential (40%) or account for approximately 5% of the total department's sales. I believe that v phone skills and lack of urgency from our staff. They need to understand that variable) are sales oriented.

### Overall Objective:

#### Objectives:

Objective 1: Share our vision with mindset from being order takers to salespeople. part and accessory sales by implementing a new phone script and checklist. new process.

### Proposed Timeline

#### Proposed Timeline:

Step 1: Mystery shop the parts department to identify areas of oppor  
Step 2: Educate parts associates on the gros  
Date: October 1, 2019  
Step 3: Implement phone script ar  
retail calls Date: October 1, 2019  
Step  
Date: Ongoing

### Action Plan

#### Describe necessary actions to reach desired result:

to the parts department and mystery shop each associate multiple times.  
Action 2: Dev  
associates to follow.  
Action 3: Review the phone calls with the team to identify what they  
profit potential of retail counter sales with the team.  
Action 5: Set the e)  
salespeople!  
Action 6: Ask for input from the team so that they feel more c)

### Requirements

**Meeting with Dealer:**

1. **Action Proposed:** Propose the above action plan to management team.

**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:** Role-playing new script with the parts team  
**Coaching:** Reviewing mystercalls with parts team to discuss posit  
**Consequences:** Proposed monthly bonus for the parts a  
**counter retail parts sales. Pain & Gain:** There will be no increase in  
**retained fully.**

**Accountability: Monitoring progress:**

**Who:**

Parts associates, Assistant Parts Manager, and Parts Manager.

**What:**

Parts associates following phone script and checklist everytime

3. **By When:**

Implement on October 1, 2019 and measure the counter retail sal  
2019.

**How:**

Parts manager trains team on new process by reviewing recorded  
parts associates. Assistant parts manager (or other dealership personel) con  
is being followed. Parts manager tracks weekly progress of counter retail sal

**Describe checkpoints that have been established to measure progress:**

**Daily / Weekly / Bi-weekly / Monthly /**

**Daily:**

-Parts Manager reviews recorded phone calls

- 4.

Manager and Assistant Parts Manager review the calls with the parts team an  
having trouble following the script or not getting all information on the checkl

-Parts Manager posts sales of individual parts associates to track pr

**Monthly:**

-Parts Manager posts final numbers and determin  
counter retail sales. -Incentive goes to the top associate an

5. **Estimated cost for implementation:**

related to this change.

Projected Date of Completion:

December 31, 2019

Sponsor Signature: \_\_\_\_\_

Evaluation of Results: Include measured results.

(± Metrics)

**Impact Areas:**

**Sales / Gross / Expenses / Net Profit / CSI /**

**Sales:** We are projecting to see an increase of overall sales, and are focused on count statement.

**Gross:** Due to the projected increase in sales, we will also have an increase in gross profit percentage.

**Expenses:** There is no increase in expenses related.

**Net Profit:** Since there are no additional expenses.

**CSI:** Our new phone script will ensure

The checklist will ensure that we gather the proper information necessary to look up the right part it in stock, suggest other items for purchase (Amazon style selling) and invite the client to the deal

This improved communication and care for our clients is likely to elevate our CSI.

Student Name Courtney Lindquist

Student Number N353-25

in counter retail sales, however they only  
we are missing opportunities based on poor  
at all positions within the dealership (fixed and

with the parts team in order to change their  
Objective 2: Increase counter  
Objective 3: Manage the

portunity Date: Sept 15-30, 2019  
s opportunity in counter retail sales  
and checklist for the associates to follow on  
4: Manage Results

Action 1: Initiate recorded phone calls  
develop a written script and checklist for the parts  
did well and areas that need improvement.  
Action 4: Share the gross  
expectation that the parts associates are  
comfortable and open to the change.  
Action 7: Implement the

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

tives and negatives  
ssociate that has the highest increase in  
i expenses, so the additional income will be

to ensure the best client experience possible.  
es results for the quarter ending December 31,

d phone calls and role-playing new script with  
tinues mystery calls to ensure that the process  
es and posts for the team to see.

Weekly:  
-Parts  
d provide additional training to those who are  
ist.  
ogress.

es which associate has the highest increase in  
d that associate shares his secrets to success

The should not be any significant cost

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er retail sales which are tracked on our monthly financial  
e in gross. Our counter retails sales yeild the highest

es, the increase in gross will go directly to the net profit.  
ire that the client receives a warm greeting on the phone.  
: the first time. We will also let the client know if we have  
ership to visit our service department for installation.