

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" % (25 points).**
- 2. Complete the DMS Scorecard for one month. Be sure to color code the inventory conditions. (25 points)**
- 3. 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.

- 5. Finally: Best Parts idea needs to be posted to your class site Parts Best Idea Threaded Discussion. This should be an idea that helps control expenses or increases sales or gross profit. Please have all of them read just prior to your parts debrief the Monday of your Service Week. The class will ballot on the best idea at the 9:00AM break.**

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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? **Twice yearly**
2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area. **We are inline with area dealers and follow matrix.**
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. **Verified several items and we are priced closely.**
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. **Yes we use cdk and it help us to track different price structures.**
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? **Not in DMS controls, The parts employees pay/bonuses is tied to gross profit. Discounting is a last option.**

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)) **Yes they are adjusted + 20% when put into 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**
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? **Put into a stock order discount account.**
9. Do you have an internet presence for your parts department? **We are on the website but could do a much better job.**
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? **None, we currently do not have a boutique.**
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? **Yes we have a outside salesperson. We are currently running at 52% wholesale and he generates enough income to pay for himself.**
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? **No**
13. With the growing use of mobile smartphones by customers do you have a mobile ready website? **Yes**
14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated? **The digital coupons are checked on a quarterly basis and updated as the seasons change.**
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? **They are often reviewed by the Parts mgr & GM. Currently we are inline and could add another employee.**
16. Does the parts department actually seek additional revenue or “live off” the sales of the service department only? If not why not? **We are always looking for extra business. Currently at 52% wholesale added with a busy service dept.**

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? [At delivery the customers are asked to personalize their vehicles and are presented accessories to customize the new car, throughout the showroom and service dept accessories are visible to customers.](#)
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. [Yes. We are currently dealing with multiple returns via a Carvana repair center that is in question on the amount of returns v/s sales.](#)
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? [Yes on a regular basis and try to stay in touch with shops that are currently serviced by other dealers. We have the ability to deliver 2-3 times daily.](#)
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?) [Office mgr /Parts mgr work thru together. Indiana Law requires us to update tax id's yearly.](#)
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. [We went thru expenses charged and they are inline based on the department uses.](#)
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? [The office mg and parts mgr determine credit approval, The office follows and distributes receivables to parts mgr/asst parts mgr.](#)
23. Is the financial statement for the parts department given to the manager and discussed on a weekly/monthly basis? [Yes it is shared and discussed during monthly meetings.](#)
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? [Pre](#)

- pay non stock parts, It is posted at counters and in cashier area. Parts mgr and GM approved.
25. Do you require 100% pre-payment on these parts? Do you differentiate between Counter Retail/Wholesale and Service RO? After our last discovery before parts week it is now required to collect payment and set a appointment for SOP. We try not to deviate from the process now.
 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? At 21 days they are being prepared to be returned due to a 28 day return policy. No policy is currently in place for a return charge.
 27. Who are the parties that are involved in the SOP process start to finish? Parts counter, shipping/receiving, delivery driver & service advisor.
 28. Are special order forms completed in a legible manner so that the customer information can be read? Not a form entered into dms
 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? In a separate parts bin. Retail counter rep notifies when part comes in. Any of the employees in parts dept as they all are trained to go thru SOP bin daily. Asst parts mgr follows lack of return
 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 not in a separate section, They are place into 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? There are no limits set and all the employees have access.
 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) The asst parts mgr and office mgr. The office mgr also oversees invoices.
 33. Who established internal parts pricing policies? Are all internal purchases centralized and run through the Parts Department for control purposes? CEO sets prices, parts mgr follows guidelines set. Yes the prices are centralized thru parts.

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)
On the statement it is less.
35. If the accounting inventory value is higher than the parts computer, look for the parts inventory missing items (uncontrolled inventory). (Monthly Reconciliation Exercise) ours was less
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) Likely open invoices not yet posted
37. If LIFO is used, when inventory value is used to calculate days' supply, etc., the actual value should include the LIFO reserve. I had to go all the way to the CEO and he don't think so, LIFO is an in & out entry made one a year and he didn't think it would effect days supply or actual value.
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)
Yes there is a chart, also when a employee is brought on they are trained for every role in the department in case of vacation, call-in or loss of employee they don't miss a beat.
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? Parts mgr it is reviewed to follow Honda's training also is tied to bonus payout.
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? It is measured thru dpms number thru Honda Interactive
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? Prts mgr has taken the course 3 times. The last time was 2 years ago.
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? The equipment is in the right location, however we need to upgrade software.
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? **Parts mgr does not do a daily stock order, it doesn't exceed 10%. They have a internal system that works to keep all maintenance items in stock.**
44. Is the trend of those changes in question #42 a positive or negative trend? **It would be a negative trend, software update would be very helpful.**
 45. What is the percentage of stock order from the factory versus outside purchase (emergency purchases)? **Less than 10%**
 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? **Monthly, they are used to measure areas of growth or lack of.**
 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? **Yes, my office mgr has been very helpful in finding detailed information.**
 48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time) **Almost daily**
 49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time) **Yes**
 50. Are the transactions for each day reviewed by the parts manager to make certain that any adjustments made (plus or minus) are accurate? **Almost daily**
 51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? Others in the dealership? **Yes it was shared and returned by all parts employees, which led to the discovery that we are not on the same page as to what a lost sale truly is.**
 52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale? **Previous to coming to class no they were not tracked, Now they are being monitored by counter parts dept.**
 53. Who reviews the Lost Sales? When are they reviewed? **Currently the parts mgr and I have looked over since the process was just started.**
 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)? **YES/ YES**

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? [3Months sales/12 month. Managed by cdk](#)
56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO? [Parts mgr is not sure of this answer?](#)
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)? [Yes all are placed in inventory, yes we also stock shop supplies.](#)
58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures? [Most policies are written and are updated by mgmt. or corporate.](#)
59. Who files damage claims on parts shipments received? [All parts employees are capable of filing claim.](#)
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? [Shipping/receiving, it is addressed as noticed and put in a holding area](#)
61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis? [Yes adjusted by cdk](#)
62. Who applies and loads the monthly price updates? [Parts mgr](#)
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)? [Adjust as we go and also performed annually](#)
64. What adjustments were required after the last physical inventory to the dollar value, etc., of the inventory? [Adjustment to overall inventory and then make sure not placed in wrong acct or stolen.](#)
65. Are all obsolete parts that are on the inventory physically in the store? [Honda yes, Suzuki is stored in a separate warehouse.](#)
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? [Yes based on month no sales/no separate source/ yes bin locations](#)

67. Who verifies the completion of the repair orders between the first and second month they are reported in the work-in-process status? [The service department verifies completion of work](#)
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 at close of the month](#)
69. Is a daily operating report of sales, gross profit etc., being provided to the parts manager for review by him (DOC)? [Yes and parts mgr also has access](#)
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? [1 ½ months supply, yes it matches our calculation close, no we are not overstocked.](#)
71. What is the true turn of the inventory? Does that match the students calculations found in their FS Parts Excel template? [9 times yes](#)
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. [Not currently need more space](#)
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? [They are located in the main parts office, the comptroller updates any changes. I was shown where it is located.](#)
74. Is your Parts Department locked up each night? Who has keys? [Parts dept is locked up at 7pm. The parts mgr ,receiving, gm, office mgr have access to the dept .](#)
75. Do your Counter-people have a cash drawer? Who balances the drawer? [Our parts dept does not have a cash drawer, we have a full time cashier window.](#)
76. Is there a policy in place for overages for the cash drawer/balancing? [Office has a policy in place.](#)
77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup? [We have no cameras](#)
78. What one thing can your organization do to help you do your job better? [Update computer software](#)

