First Time Fill Rate

DEALERSHIP NAME		Price LeBlanc	First time fill rate	
DATE	RO'S	Time	Same Day	Day
9/23/2019	10	6	7	3
9/24/2019	10	5	5	5
9/25/2019	5	5	5	0
9/26/2019	5	3	3	2
9/27/2019	5	4	5	0
9/30/2019	5	5	5	0
10/1/2019	5	4	4	1
10/2/2019	5	2	3	2
Totals	50	34	37	13

34

Rate %
60.00%
50.00%
100.00%
60.00%
80.00%
100.00%
80.00%
40.00%
68.00%

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 from	
MONTHS SUPPLY (This calculation from yo	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Templ	
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	$167,519	50.96%	over 70%	GREAT
Automatic Phase Out	$129,286	39.33%	Less than 30%	Seldom used
Dealer Phase Out	$0	0%	Less than 1%	OK….BUT..
Manual Order	$0	0%	Less than 3%	OUCH !!!!!!!!!!
Non Stock Part $'s	$3,691	1%	Less than 5%	YIKES
Non Stock Part #'s*	7405		Greater than 70% of PN's	
Core Clean	$8,720	3%	pn pieces	
Core Dirty	$19,430	6%	pn pieces	
Replace by hold RBH	$67	0%	pn NA pieces	
			NA	
Total Inventory	$328,713	100%		

REYNOLDS

Activity	Value	% of inventory	NADA Guide	Notes
Current	$127,336	42.37%	75%	this is your current and active
1-3 Months	$77,965	25.94%	included	healthy parts inventory
4-6 Months	$44,793	14.90%	23%	
7-9 Months	$21,351	7.10%	2%	65% Will likely become obso
10-12 Months	$8,567	2.85%	included	85% Will likely become obso
13-24 Months	$7,071	2.35%	0%	Technically Obsolete
25+ months	$13,480	4.48%	0%	
TOTAL	$300,563	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	FAIL
DIRTY CORE	FAIL
LOST SALES CALCULATOR VS. ACTUAL	FAIL
AVERAGE STOCK ORDER (NEEDED FOR FS	PASS
MONTHS SUPPLY (FS TEMPLATE)	PASS
GROSS (TOTAL) TURNS (from your FSTempl	PASS
TRUE (STOCK) TURNS (from your FS Templ	PASS
FTFR (FIRST TIME FILL RATE) (from your pa	FAIL

OBSO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VALUE	$13,878	
.85 TIMES THE 10-12 MONTH VALUE	$7,282	
PLUS THE 13-24 MONTH VALUE	$7,071	
PLUS THE 25+ VALUE EQUALS	$13,480	
OBSO AS A % OF TOTAL	$ 41,711.10	13.88%

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 VA	$0	
.85 TIMES THE 10-12 MONTH	$0	
PLUS THE 13-24 MONTH VALU	$0	
PLUS THE 25+ VALU 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% i	
13-18 Months			#DIV/0!	Technical Obsolescence 2% is gu	
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			
.75 TIMES	$		0
PLUS			0
PLUS			0
EQUALS		#DIV/0!	0

s guide

ide

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

y

Y & CLEAN STATUS (see below)

Pass or Fail ?
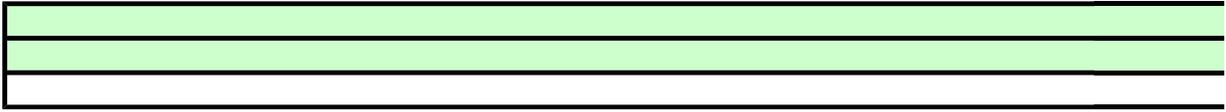
#DIV/0!

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	
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 inver	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)					

sed
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!!!!!

OBSO 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+ VALU 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)			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	Pass or Fail ?
Current TO 3 Months		#DIV/0!	75%	this is your current and active	
3 to 6 Months		#DIV/0!	included	healthy parts inventory	
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 templat					
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 | Price LeBlanc Nissan

Academy Week | Sptember 16-20 | **Class &**

Current Situation

We are losing parts sales due to the lack of phone skills and sales training for directly with customers.

Overall Objective:

The overall objective is to increase parts sales by 13% overall. 8% increase in The 5% increase in counter sales is to be done with no discounting unless we depertment.

Proposed Timeline

I feel with immediate action and implemention of phone skills training and sal accomplish this goal by October 1, 2020.

Action Plan

Describe necessary actions to reach desired result: To accomplish this increa require quarterly phone skills training for parts employees like is required for employees who communicate with customers to attend the weekly sales meet this will give the parts employees the confidence to speak with customers, un parts without having to discount.

Requirements

1. Meeting with Dealer: Explain the benefits of better training for parts employee salespeople. Action Proposed: Include parts employees in phone sales trainir conversion over the phone to get customers to commit. Also will work on imp parts sales employee. Also including the parts salespeople in weekly training

Meeting with stakeholder(s) (dealership personnel):

2. **Describe what is in place to support desired goal: The desired goal is to imcre current employees into being better salespeople and selling higher volume ar we sell the highest quality parts with hopefully the best service. The only cons**

3. **Accountability: Monitoring progress:**
Who: The parts manager will monitor the progress with myself and our parts see the improvements.
What: We will attend the sales traing to see how the employees have improve By When: We will check monthly but expect to achieve our goal by October 1, How: We will review parts sales reports and see how each employee is improv

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

Date(s) for review: We will review monthly to make sure we are trending in the necessary to improve the department to help them achieve this goal.

5. **Estimated cost for implementation: Including them in the weekly sales traing cost. There would be a small increase in phone sales training expenses which sales we will experince.**

Projected Date of Completion: | October 1, 2020 | **Sponsor Signature:** | **Rick Davi**

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

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

Student Name Brennan LeBlanc

Student Number 356-23

the parts department employees who work

wholesale and 5% increase in counter sales.
run a sale to help drive traffic to the parts

es training for the parts employees, they could

ase in sale should be fairly simple. We will
sales employees. We will also require all parts
tings and training with the sales team. Doing
cover their needs, and sell them the right

es and focusing on some of them being parts
ng with your BDC director. This will improve
roving wholesale sales through a specific
with the car sales associates.

ease parts sales by training and coaching the
nd discounting less. This is possible because
sequence is the increase in traing costs.

and service director checking in monthly to

d and monitor their sales.
, 2020.
ving individually.

e right direction. And we will make the changes

with the sales staff would not have any extra
n could easily be covered by the increase in

s