

First Time Fill Rate

DEALERSHIP NAME		# OF RO'S	RO's Filled 1st Time (Right Away)	First time fill rate		RO's Not Filled Same Day	Actual 1st Time Fill Rate %
DATE	RO's Filled the same day Same Day			Day			
11/11		10	6	2	2		#DIV/0!
11/12		10	5	1	4		#DIV/0!
11/13		10	8	1	1		#DIV/0!
11/14		10	7	1	2		#DIV/0!
11/15		10	3	2	5		#DIV/0!
Totals		50	29	7	14		#DIV/0!

0

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post-Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment,

explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times,

(classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's

departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which

indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the

students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Thomas J. [unclear] Sponsor's Signature

Very truly yours,

Date 11-1-19

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? *every 6 months*
2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area. *1 time a year*
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. *Never*
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*
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? *yes* *do not have access to parts/price*
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*
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? *discards are put into discount acct. (act 677 Stock order discount)*
9. Do you have an internet presence for your parts department? *yes/No on dealer website*
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?
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 outside Salesman, outside Sales Manager by manager*

scorecard that you couldn't find and if so who at the DMS is helping you to find those answers? *Not clear, but I think it's a class.*

48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time) *once upon a while*

49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time) *no*

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, Manager does review before making adjustment.*

51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? *Others in the dealership? yes, we called misravelly*

52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale? *Parts Manager, Monthly*
our best.

53. Who reviews the Lost Sales? When are they reviewed?

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, E-purchases worked as lost sales, 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? *3-9 - 3 parts manager for*

56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO? *2-1?*

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)? *no, In and out sales are done per Aln, de v et Stock Swap Supplies*

58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures? *Parts Manager, Monthly, if any update, its discussed.*

59. Who files damage claims on parts shipments received? *Manager, (dimmy claim-except)*

60. Who receives parts orders, and how are they received? Is the original stock order transmitted to the factory cross-checked? *Shipping & receiving, transcribed 1st vs. packing, on received on paper 1st thru*

61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis? *yes*

62. Who applies and loads the monthly price updates? *Parts Manager loads, Aln, Louis,*

77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup? No, down from on building / Shop. passing w/new building
78. What one thing can your organization do to help you do your job better?

parts next day.

Jesse Amyx

From: Jarrod Bandy <JBandy@advantageodge.com>
Sent: Monday, November 4, 2019 2:37 PM
To: Jesse Amyx
Subject: RE: Parts questionnaire

I answered what I could/knew for you but some are related to your class it looks like. Hope this helps and sorry for the delay.

1. Quarterly at minimum
- 2.
- 3.
- 4.
5. No, reviewable but pricing and levels can be overridden
6. Yes
7. Yes
8. Override report
9. Yes
10. Retail presence in parts lobby as well as kiosks in sales lobby. Signage and online site with estore
11. Yes, commission on sales
12. Yes-\$16,220.74
- 13.
14. Yes, quarterly at minimum
15. Monthly
16. Seek additional via wholesale and online presence
17. Yes
18. Yes
19. Yes
20. Manager/Accounts Manager
- 21.
22. Manager/Accounts Manager
23. Monthly
24. Written stored digitally. Covered and reviewed periodically with and by parts manager
25. Non-stock parts are to be prepaid
26. 60-90 days if part has a stocking location. 6-8 months on prepaid items.
27. Parts manager, shipping/receiving and counter people
28. Special orders are done electronically
29. Notifications are printed and handed out daily to counter people and service advisors
30. Regular inventory in default source
31. PO's are monitored daily by parts manager. Anything over \$1000 involves manager
32. Anyone and everyone is allowed and makes outside purchases/POs
33. Parts manager
34. Exceed
- 35.
- 36.
- 37.
38. Yes, perpetual counting and inventory discrepancies are monitored by all parts personnel
39. FCA and parts manager. Reviewed at least quarterly
40. Yes

- 41. No
- 42. Operating at capacity for inventory and personnel
- 43. 0-1% from shortages and/or damages
- 44.
- 45. 90%
- 46. Scanned and saved digitally
- 47. Daily
- 48. Yes
- 49. Yes
- 50. Yes
- 51. Yes
- 52. Yes, all counter people
- 53. Parts manager-monthly
- 54. Yes. Yes.
- 55. 3 sales in 39 weeks and 1 week of sales in 13 weeks
- 56. 97.3%
- 57. Yes. No.
- 58. Written and stored digitally with and by the parts manager
- 59. Shipping and Receiving, assistant parts manager or parts manager
- 60. Parts manager or shipping/receiving
- 61. Yes
- 62. Parts manager
- 63. Both
- 64. \$21,605.70
- 65. Yes
- 66. Yes
- 67. Service manager
- 68. Yes
- 69. Yes
- 70. 1.7
- 71. 7.019
- 72.
- 73.
- 74. Yes. All managers, parts personnel and maintenance dept
- 75. No
- 76. N/A
- 77. Yes. IT and parts manager.
- 78. Training and better coop between departments/stores