

Using April 2020 Financial...

- NADA - Guide

Sales Distribution MTD		
Category	Sales	% Of Total
Repair Order	122,923	30.5% 0.00%
Repair Order B.S.	n/a	0.00%
Counter Retail	27,308	32.3% 0.00%
Warranty	136,559	47.9% 0.00%
Internal	83,173	28.2% 0.00%
Wholesale	132,971	16.0% 0.00%
Accessories (PO & CA) '13		0.00%
Quick Service	11,326	28.3% 0.00%
Total Department (MTD)	\$ 576,048	34.7% 0.00%

41.3% Line 22

41%

28.40%

41%

20.75%

15.20%

38%

In Addition... ??
 * Service Contracts 24,547
 * Express Lane 17,540

Sales Distribution YTD		
Category	Sales	% Of Total
Repair Order	542 502,137	36.3 0.00%
Repair Order B.S.	n/a	0.00%
Counter Retail	112,905	34.0 0.00%
Warranty	623,634	44.1 0.00%
Internal	334,064	29.7 0.00%
Wholesale	801,212	16.4% 0.00%
Accessories		0.00%
Quick Service	56,582	25.6 0.00%
Total Department (MTD)	\$ 2,757,224	34.8% 0.00%

Inside Vs Outside	
Inside Sales	75.0%
Outside Sales	25.0%
Total	0%

2020 DEPARTMENTAL GROSS PROFIT ANALYSIS

LINE NO.	MTD DOLLARS				ACCOUNT NAME	NO.	YTD DOLLARS				
	SALES	GROSS	# RO'S WRITTEN	GP % SALES			SALES	GROSS	# RO'S WRITTEN	GP % SALES	
1	115127	89217	253	77.5	CUSTOMER LABOR MECHANICAL	550	558344	433729	1213	77.7	
2					QUICK SERVICE LABOR MECHANICAL	559					
3					SERVICE CONTRACTS LABOR MECH	561					
4	101798	79510	518	78.1	WARRANTY LABOR - MECHANICAL	562	418643	326554	1712	77.8	
5	8506	7483	56	88.0	ROAD READY LABOR - MECHANICAL	563	60412	53484	412	88.5	
6	76274	58021	255	76.1	LABOR - INTERNAL - MECHANICAL	564	340373	259777	1293	75.8	
7	24103	18578	280	77.1	MOPAR EXPRESS LANE TOTAL LABOR (LINE 47)		93330	69570	1431	74.5	
8					CUSTOMER LABOR - NON-AUTO MECHANICAL	565					
9	10945	275		2.6	SUBLET WORK - MECHANICAL	566	53527	1972		3.7	
10	63622	2372		3.7	SUBLET WORK - WARRANTY - MECH	567	172935	11611		6.7	
11					SERVICE CONTRACTS SOLD ON SERV LANE	568					
12					UNAPPLIED / VARIANCE LABOR MECHANICAL	569D					
13	400376	255456		63.8	TOTAL MECHANICAL DEPT		1697564	1153897		68.0	
14					CUSTOMER LABOR - BODY & PAINT	560					
15					WARRANTY LABOR - BODY & PAINT	562					
16	11122	7273	112	65.4	LABOR INTERNAL - BODY & PAINT	563	60524	38625	676	63.8	
17					SUBLET WORK - BODY & PAINT	564					
18					SUBLET WORK WARRANTY - BODY & PAINT	565					
19					BODY & PAINT SHOP MATERIALS	566					
20					UNAPPLIED / VARIANCE LABOR BODY & PAINT	567D					
21	11122	7273		65.4	TOTAL BODY & PAINT DEPT.		60524	38625		63.8	
22	122923	44849		36.5	CUSTOMER REPAIRS ORDER MECHANICAL P & A	570	562137	204249		36.3	
23	11326	3202		28.3	P & A QUICK SERVICE OIL - LUBRICANTS	579	56582	14465		25.6	
24	24547	10518		42.8	SERVICE CONTRACTS MECHANICAL P & A	571	89028	38001		42.7	
25	136559	65463		47.9	WARRANTY MECHANICAL P & A	572	623634	274779		44.1	
26	27308	8823	215	32.3	COUNTER RETAIL - P & A	573	112905	38436	914	34.0	
27	132971	21444	528	16.1	COUNTER WHOLESALE - P & A (Outside)		801212	131644	3000	16.4	
28	83173	23471		28.2	INTERNAL MECHANICAL P & A	578	334064	99216		29.7	
29	17540	6700	165	38.2	MOPAR EXPRESS LANE TOTAL PARTS (LINE 53)		82672	31964	882	38.7	
30					REPAIR ORDERS BODY & PAINT P & A	580					
31	1113	408		36.7	WARRANTY - BODY & PAINT P & A	582	7489	2886		38.5	
32	90	15		16.7	INTERNAL - BODY & PAINT P & A	583	672	131		19.6	
33					SERVICE DONT, SALES AT PARTS COUNTER	577					
34		19116			PURCHASE DISCOUNTS - P & A	595E		134944			
35		2199			WHOLESALE ALLOWANCE	588F		10775			
36		9812			INVENTORY ADJUSTMENT P & A	597G		38867			
37	14061	2387		17.0	TIRES AND TUBES P & A	580	61839	10504		17.0	
38	4437	1108		25.0	NON-AUTO & MISCELLANEOUS P & A	595	24990	6389		25.6	
39	576048	199891		34.7	TOTAL P & A DEPT		2757224	959516		34.8	
40					TOTAL ALL DEPARTMENTS PG3 LB3 + PG4 L17 + PG5 L13, L21 & L30		30920109	3909895			
41	7421078	364629									
42											
43	17702	14493	139	81.9	MOPAR EXPRESS LANE GP LABOR	590	63301	51210	702	80.9	
44	3527	2300	52	65.2	MOPAR EXPRESS LANE SERV CONTRACT LABOR	597	16045	10215	243	63.7	
45	1989	1092	44	54.9	MOPAR EXPRESS LANE WARRANTY LABOR	598	9503	4745	240	49.9	
46	885	693	45	78.3	MOPAR EXPRESS LANE INTERNAL LABOR	596	4481	3400	246	75.9	
47	24103	18578	280	77.1	MOPAR EXPRESS LANE TOTAL LABOR		93330	69570	1431	74.5	
48											
49	17540	6700	165	38.2	MOPAR EXPRESS LANE GP PARTS	591	82567	31928	880	38.7	
50					MOPAR EXPRESS LANE SERV CONTRACT PARTS	592	40	16	1	40.0	
51					MOPAR EXPRESS LANE WARRANTY PARTS	593					
52					MOPAR EXPRESS LANE INTERNAL PARTS	594	65	20	1	30.8	
53	17540	6700	165	38.2	MOPAR EXPRESS LANE TOTAL PARTS		82672	31964	882	38.7	
54											
55	PERSONNEL SUMMARY										
56	GENERAL MANAGER	MANAGER	P & A WORK NEW / USED	SALES PERSON	TECHNICIAN CD, R/R/R/F	TECHNICIAN COMPETITIVE	CLERICAL	OTHER	TOTAL	SERVICE STALLS CD, R/R/R/F	STALLS COMPETITIVE
57	NEW	BB10	1	BB11	2	BB12	2	BB13	3	BB14	18
58	USED	BB14	2	BB23	2	BB10	10	BB13	2	BB21	16
59	SERVICE	CC09	1	CC06	1	CC13	18	CC14	4	CC12	33
60	PARTS	DD04	1	DD08	4	DD07	3	DD09	3	DD10	8
61	BODY	DD11	1	DD15	1	DD21	1	DD22	1	DD23	1
62	ADM / OFFICE	DD10	1	DD11	1	DD12	1	DD13	1	DD14	1
63	TOTAL	DD16	7	DD17	29	DD20	18	DD21	7	DD22	80
64	LABOR RATES AND EFFICIENCY										
65	6602 RETAIL CUST. PAY	\$	145	6627 RETAIL CUST. PAY	\$	118					
66	6603 WARR./ROAD READY	\$	122	6628 WARR./ROAD READY	\$	122					
67	6625 QUICK SERVICE	\$	145	6629 QUICK SERVICE	\$						
68	6604 INTERNAL	\$	115	6630 INTERNAL	\$	85					
69	6605 B & P CUST. PAY	\$	145	6631 B & P CUST. PAY	\$						
70	6626 B & P WARRANTY	\$	122	6632 B & P WARRANTY	\$						
71	6606 MOPAR EXPRESS LANE	\$	71								
72	SERVICE LABOR HOURS BILLED										
73	CUSTOMER MECH	DD01	861	YTD	4180						
74	QUICK SERVICE	DD04		MTD	2768	YTD	12773				
75	SERVICE CONTRACT	DD06									
76	WARRANTY & ROAD READY	DD08	862	YTD	3990						
77	INTERNAL	DD07	801	YTD	3706						
78	CUSTOMER - NON-AUTO	DD03									
79	MOPAR EXPRESS LANE	DD05	244	YTD	897						
80	SERVICE LABOR EFFICIENCY										
81	TOTAL SERVICE LABOR HOURS BILLED	DD07	2768	YTD	12773						
82	TOTAL SERVICE TECH HOURS AVAILABLE	DD04	2768	YTD	12773	MTD	100.0	YTD	100.0		

PARTS HOMEWORK – ACTION PLAN

- S Specific
 M Measurable
 A Achievable
 R Relevant
 T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
 Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15."

S M T

I will increase my participation with my parts department from 50% to 100% of the time by actively visiting and incorporating sales chemistry to further ~~enhance~~ enhance the team culture throughout the dealership.

How does this goal align with or support your dealer's vision?
 What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
 Why is this goal important to you?

R

When we are all on the same page, we all win!

<p><u>Benefits</u></p> <ol style="list-style-type: none"> 1. Better culture for dealership. 2. Increased Sales & Opportunities. 3. Better CSI through better communication between depts. 4. Increased Gross Profit & Customer Data Base. 5. "Bigger Picture" 	<p><u>Consequences</u></p> <ol style="list-style-type: none"> 1. Stepping on toes, "ego" clashes. 2. Lack of Knowledge interfering. 3. Managing the potential thought of gross commission between departments.
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A positive team culture significantly impacts the overall success of our dealership.



PARTS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

S M A T

- Daily updates/meetings w/ Parts & Service Directors
- Continuous communication w/ parts managers on what is and isn't working... Making Necessary Adjustments.
- DAILY... Incorporate all views to work together as one!

Potential Obstacles?



- Too Busy
- Knowledge on Products
- Lack of Inventory
- Timeliness

Potential Solutions?



- Set Aside Daily timeframe
- learn more from parts managers.
- Stay in tune w/ supplies on hand

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

S M R T

The bottom line \$ will increase & proper chemistry as a team has an endless dollar amount!

CONGRATULATIONS! You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

S A

Constantly hold all employees accountable by leading by example and allowing both departments to voice opinions daily so we can adjust when necessary. Teamwork makes the Dream Work!