

1. I have 19 years of Chrysler parts management training. I have not been to a NADA training session.
2. For the service department: It is "Hours." If the techs are not turning hours, we are not making money. Do anything possible to keep the techs in their bays, getting the correct part to them as soon as possible. For retail and wholesale: It is fast and friendly customer service. Again, providing them with the correct part as soon as possible with a smile.
3. Yes, I have tracked our FTFR manually. It was roughly 80% which is in line with our OEM reporting of 79.7%.
4. YTD 67.4% of total sales come from inside sales. 82.4% gross profit.
5. Parts advisors and Express Lane advisors are empowered to make pricing changes when necessary. Changes are reviewed by the parts manager on the overrides report.
6. Parts and Express Lane advisors can. Cashiers, Service managers and advisors cannot.
7. Yes, internal pricing is MSRP. This policy has been in place for many years.
8. Yes, we are at retail reimbursement for warranty.
9. Yes, the Parts and Service manager work together to close all invoices and repair orders possible before month end.
10. Yes, the financial statement is given to the Parts manager every month. A daily DOC is also available.
11. Maintenance and Accessories are sold at MSRP to keep competitive with the aftermarket. Dealer captive parts prices are inflated with a price matrix.
12. We audit our Parts web page monthly to update coupons and to keep it looking fresh.
13. We use the Mopar E-store. All leads are emailed to the parts manager and are processed the same day.
14. All Parts advisors are required to complete ongoing FCA training. New classes are taken every quarter.
15. Yes, accessories are offered as part of our sales process. Sales people have price menus of our top selling items along with several accessory displays throughout the store. Sales personal are also spiffed 5% parts and labor for the accessories they sell.
16. While we always have a few lifted and accessorized trucks on the lot, having more accessorized vehicles will give customers an opportunity to see more of the available options.
17. Yes, we take many things in consideration before we would stop doing business with a customer. Their return % and their location are typically the deciding factors.
18. Each parts advisor would need to sell \$2900 worth of parts each day to breakeven.
19. The advisors check quantity when they pull parts from the shelf. Drivers perform random bin checks during down times. All discrepancies are given to the Parts manager for review. Most cases the part was placed in the wrong location.
20. Yes, lost sales are tracked in CDK. We consider a sale lost if it was due to the part not being in stock.

21. The biggest obstacle getting SOP parts off of the shelf is getting the customer back. Most SOP's are prepaid, but warranty parts are not. Some customers will not even return for a warranty repair.
22. We have 13.2% (131,429) inactive inventory. A portion of it is still guaranteed, but the biggest cause would be from body shop returns.
23. Mopar ARO controls most of the inventory. Adjustment will be made on a part by part basis on if stocking guidelines should be modified up or down.
24. I have a very good understanding of the information on CDK's monthly summary report. 9
25. I would like to attend a NADA Parts manager training session to learn more about managing a Parts department.