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TOYOTA PARTS - 4 EMPLOYEES



Parts Manager Questions Conversation

Collaborate with your Parts Manager to answer the following questions. Use this opportunity to share new ideas from the class and to coach your Parts Manager on how they can be implemented. Be sure to respect their expertise. In collaboration with your parts manager, interview, coach, and answer the following the following questions that pertain to topics you discovered in class. Confer and provide suggestive actions. Provide your answers in a different color font.

1. Does your Parts Manager What have any formal pParts mManagement training does your parts manager have (-like for example, the NADA Academy Seminar)??

No formal training

2. Does your Dealership/Parts dDepartment have a Vision statement that all departmental employees know and understand? What is it? No. Need to do.

3. Have you ever tracked your First Time Fill Rate (FTFR) manually (nNot using the DMS, or your OEM)? What is your current Repair Order FTFR? 85%

4. Do you know wWhat percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?

80% inside 20% outside

5. Do you have What policies, controls, and security are in place on your DMS (via Privileges and/or the Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions? No Controls in DMS watch Daily Reports

6. Who can change/override pParts pricing? Cashier? Service Director/Manager? Service Advisors? Parts personnel

7. Are you at Retail pricing for Internal? Who established your iInternal parts pricing policies? Are they current? yes on ulcar shop 30 over on Duellbill Set by upper management

8. If you are in a Retail RReimbursement for Warranty state, are you at retail for warranty? If not at retail, when was the last time that you petitioned the OE for retail reimbursement? Retail for warranty

9. Do the Parts, Service and Body Shop Managers along work with the Office Manager/Controller monthly together follow up on all Work in Process (WIP) documents monthly. Do they, and verify that all parts invoices and repair orders are closed out in a timely manner? What does this look like? yes, verbal

10. Is the financial statement for the Pparts department given to the manager and discussed on a weekly/monthly basis? If not, is a daily operating report of sales, gross profit, etc., being provided to the Pparts Mmanager for review (DOC)?

Statement Received at month end

WE HAVE COMPANY ONE

CURRENTLY IN MOTION

GIVEN BUT NOT DISCUSSED

11. What is your retail pricing strategy for your **P**arts department? How often do you check to see whether your pricing goals are being achieved? *Price Matrix built. Reviewed Daily. A lot of price match @ Fr. Counter to stay competitive*
12. How often do you audit your dealership's **P**arts web page? How often are coupons, hours of business, **etc.**, ~~looked reviewed at~~ and updated? *Approximately every six months I need to do a way better job at this*
13. Do you have a Parts online eStore? ~~If not, are~~ **How do you ensure that** parts order forms/queries **are** responded to in a timely manner? ~~and~~ **Who** gets the email leads/questions? *we do get parts emails and we respond very quickly*
14. What sales training is available to **P**arts personnel? If training is available, is it mandatory? ~~and~~ **How** often are sales skills assessed, tested, and refreshed? *we go to Toyota schools. That's about it as well as elearning*
15. Do you have a process to **present offer** accessories to 100% of your **n**New and **U**used customers? **If so, what does it look like?** If not, **why not?** *we have the TV display going at all times. Plus our parts display*
16. What would help you sell more accessories? *Accessorizing more lot vehicles and building a pricing sheet for sales*
17. Do you review your wholesale customers to see if **their s**Sales, ~~and~~ **g**Gross, ~~per~~ **customer**, and returns, justify the expense of conducting business with them? How often are they reviewed? *Monthly*
18. Do you know how much each of your **P**arts salespeople must sell each day just to breakeven? *\$1000.00 each per day including myself would get us right around breakeven*
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? *Perpetual inventory check as we sell. Oil & tires inventory done monthly and other reported and reconciled as necessary*
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? **What is your definition?** *They are tracked it seems that not everybody is on the same page. Need to go over with counter people*
21. What is the biggest obstacle ~~to~~ getting your Special **-**Order parts off the SOP shelves and installed/picked up? *we do a really good job. No shows is the biggest problem. Also a lot of people want to wait for next serv*
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? What is **your the** current dollar value of **your** obsolescence? *Toyota under \$3.00 no returnable Total obsolescence \$8700.-*
23. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? *PI 3 in 12 / PO 1 in 6 Don't know factory recommended*
24. On a scale of 1-10 (10 = expert level) what is your level of understanding of the information that is on your DMS's monthly summary? *8*

LITTLE WHOLESALE

AT GUIDE Pg. 34

SEE PARTS LOST SALES QUESTIONNAIRE

25. What is the one thing that your organization can do, or provide, to help you do your
the Parts Manager do their job more effectively? Have a better
daily doc. Be able to drill down on expenses.