

## Parts Manager QuestionsConversation

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 (likefor example, the NADA Academy Seminar)? The parts manager has to stay up to date with all Toyota training ?
2. Does your Dealership/Parts ~~dDepartment~~ have a Vision statement that all departmental employees know and understands? What is it? our parts statement is to fill all orders right the first time with the right part, all parts personel understand this is very critical to retain customers in a small town of 15000 population
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? Yes our first time fill rate manually comes out to be 78% on repair orders
4. ~~Do you know wW~~ hat percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? 87 % or our business comes from internal/ro/warranty
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? Every parts person has the ability to change pricing but are aware that they cannot change without prior authorization
6. Who can change/override ~~pParts~~ pricing? Cashier? Service Director/Manager? Service Advisors? Parts counter people and parts manager have the power to change only
7. Are you at Retail pricing for Internal? Who established your ~~iInternal~~ parts pricing policies? Are they current? All internal pricing has been set by the owner and parts manager to over retail.
8. If you are in a Retail ~~R~~ reimbursement 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? We are paid at retail Toyota has it set up automatically to update to current pricing montly

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?

Parts and service managers have to turn in all ro/s to controller and then they are finanlized to dealer track report. They sometimes sit for 30 days prior to being closed

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)? Doc is gone over monthly to check for accuracy again reports parts manager keeps

11. What is your retail pricing strategy for your Pparts department? How often do you check to see whether your pricing goals are being achieved? Hatch Toyota uses Toyota suggested retail pricing not a matrix

12. How often do you audit your dealership's Pparts web page? How often are coupons, hours of business, etc., looked reviewed at and updated? Simple part and Toyota update monthly if the ours need to change we update thru dealer e process

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 Wwho gets the email leads/questions? Parts manager gets leads and answers hourly and daily

14. What sales training is available to Pparts personnel? If training is available, is it mandatory? and Hh how often are sales skills assessed, tested, and refreshed? All parts people are certified thru Toyota university and required o keep it up to date with all requirement done @ 100%

15. Do you have a process to present-offer accessories to 100% of your nNew and Used customers? If so, what does it look like? If not, why not? When a customer agrees to buy a new or used vehicle the product specialist can either walk guest to parts or show them a accessory catalog to add to financing or pay cash

16. What would help you sell more accessories? When they are sold have the man power to get them installed in a timely manner so customer doesn't get cold
17. Do you review your wholesale customers to see if their sales, and gross, per customer, and returns; justify the expense of conducting business with them? How often are they reviewed? We have a few wholesale customers they are very great with buying and very few returns
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? 150,000 as a dept total for the month so if we break it down to the day it requires each @\$1923.00 per parts person to break even
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? We have propetual inventory thru out the year and if we are short we investigate and find that most often parts are billed out the wrong account or customer
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? We track them sometimes!!! One thing went over with my parts manager is how do we know how to follow up or sell more if we do not track so he is coming up with a game plan to enforce using he DMS
21. What is the biggest obstacle to in getting your Special-Order parts off the SOP shelves and installed/picked up? Scheduling with service department we have a ton of special order parts here and can not be installed so we send them back to Toyota since they are just sitting, service can not get customers vehicle in to finish the job so it's a scheduling issue
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? Scheduling in service to complete jobs so we don't have parts sitting on shelf over 20k in sop on shelf waiting for customers to get back in eventually the parts get sent back so they don't sit so long we cant send them back...
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.)? we follow dealer track phase in phase out procedure set up in dms. Eligible for return 9-12 months

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? On a scale of 1-10 I say my level is around a 6 and still learning to figure out how it is all done. Before this class I had never spent a second with parts dept,so I am learning alot
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? Support and man power with service because they are doing their part by getting the correct sop's and then once they get here they sit until return because service cannot get them installed so a lot of waisted time and effort for nothing