

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)? Several R&R advanced parts training classes, NADA parts seminars, GM training sessions?
2. Does your Dealership/Parts ~~d~~ Department have a Vision statement that all departmental employees know and understands? What is it? Assemble a productive, efficient and organized parts dept that understands the dealership goals and standards.
3. Have you ever tracked your First Time Fill Rate (FTFR) manually (~~n~~ Not using the DMS, or your OEM)? What is your current Repair Order FTFR? No 71.7
4. ~~Do you know w~~ What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? 75-25
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? The counter people do not have the access to override price level codes.
6. Who can change/override ~~p~~ Parts pricing? Cashier? Service Director/ Manager? Service Advisors? Parts manager
7. Are you at Retail pricing for Internal? Who established your ~~i~~ internal parts pricing policies? Are they current? Yes/ General Manager
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? Not a retail reimbursement state. We are on a plan with GM to get it checked every year.

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 the controller monitors it and goes over all the WIP with the managers at the end of the month.
10. Is the financial statement for the ~~P~~parts 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 ~~P~~parts ~~M~~anager for review (DOC)? The financial for parts is went over at the end of the month.
11. What is your retail pricing strategy for your ~~P~~parts department? How often do you check to see whether your pricing goals are being achieved? GM suggested list price
12. How often do you audit your dealership's ~~P~~parts web page? How often are coupons, hours of business, ~~etc., looked reviewed at~~ and updated? Monthly and updated monthly
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 W~~who gets the email leads/questions? No online store
14. What sales training is available to ~~P~~parts personnel? If training is available, is it mandatory? ~~and H~~how often are sales skills assessed, tested, and refreshed? GM online training. Yes, Monthly
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 are working on it.
16. What would help you sell more accessories? That accessories are presented at the time of the sale.
17. Do you review your wholesale customers to see if their sSales, ~~and g~~Gross, ~~per customer,~~ and returns, justify the expense of conducting business with them? How often are they reviewed? Yes on review of W/S accounts. Daily checks
18. Do you know how much each of your ~~P~~parts salespeople must sell each day just to breakeven? Yes

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? Weekly bin checks, daily review of missing parts. Reynolds reports.
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? Yes, all lost sales are to be put in the system and reported.
21. What is the biggest obstacle to in getting your Special _Order parts off the SOP shelves and installed/picked up? Service getting the customer scheduled.
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? Previous manager with wrong part ordered and part not being returned. Part just put on the shelf. \$101,764
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.)? 3hits in 9 months. No sales in 12 months. RIM overrides this strategy.
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? 9
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? Better communication between departments.