

Parts Manager Conversation

Provide your answers in a different color font.

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)?
None. Promoted from parts counter to parts manager.
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?
No, we do not.
3. Have you ever tracked your First Time Fill Rate (FTFR) manually (not using the DMS or your OEM)? What is your current Repair Order FTFR?
No, I do not know how to check these numbers.
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?
Unsure on how to check these numbers
5. 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?
There is nothing in place. Price changes must be approved by parts or service manager Prior to adjustment.
6. Who can change/override parts pricing? Cashier? Service Director/Manager?
Parts Manager, Parts Advisor, Service Manager
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?
Yes. Internal pricing was established by General Manager and they are current.
8. If you are in a Retail Reimbursement for Warranty state, are you at retail for warranty? If not, when was the last time you petitioned the OE for retail reimbursement?
No. We have not petitioned the OE for retail reimbursement.
9. Do the Parts, Service and Body Shop Managers work with the Office Manager/Controller monthly to follow up on all Work in Process (WIP) documents. Do they verify that all parts invoices and repair orders are closed out in a timely manner? What does this look like?
There is currently no WIP document follow up with parts manager
10. Is the financial statement for the 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., provided to the Parts Manager for review (DOC)?

No, the parts manager runs the monthly analysis report. No other reports are given to the parts manager for review.

11. What is your retail pricing strategy for your Parts department? How often do you check to see whether your pricing goals are being achieved?

We do not have one.

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?

Dealership parts department does not currently have an online store but customers can submit an online parts request.

13. Do you have a Parts online eStore? How do you ensure that parts order forms/queries are responded to in a timely manner? Who gets the email leads/questions?

Customers can submit an online part purchase request lead. I follow up with a phone call. Leads are sent to service advisor.

14. What sales training is available to Parts personnel? If training is available, is it mandatory? How often are sales skills assessed, tested, and refreshed?

General Motors has mandatory department training for all parts employees. Skills are not assessed or tested.

15. Do you have a process to offer accessories to 100% of your New and Used customers? If so, what does it look like? If not, why not?

We do not because no process has been implemented.

16. What would help you sell more accessories?

Having sales bring new customer to parts department during vehicle buying process.

Hard copies of accessory catalogs available in parts department

Sales person shows customer accessories options prior to introduction to parts department

17. Do you review your wholesale customers to see if their sales, gross, and returns justify the expense of conducting business with them? How often are they reviewed?

We do not review our wholesale customer accounts.

18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?

No

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?

Frequent bin checks. I will either call or email the accounting office to have adjustments made on the accounting side if needed.

20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?
Recently started tracking lost sales. I would consider lost sale to be any part that could've been sold but wasn't because it we didn't have it in stock.
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up?
Customers not returning our phone calls.
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? What is the current dollar value of your obsolescence?
Misdiagnosis. Obsolescence Inventory 10 month + \$30,498.00
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.)?
Currently do not have one in place.
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?
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25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively?
Allow the Parts Manager to improve interdepartmental communication