

First Time Fill Rate

DEALERSHIP NAME		NADA Motors	First time fill rate	
DATE	# OF RO'S	Time	Day	Same Day
9/17/2020	3	3		
9/17/2020	3	3		
9/17/2020	3	3		
9/17/2020	4	4		
9/17/2020	5	5		
9/17/2020	4	3		1
9/17/2020	5	5		
9/17/2020	5	5		
9/17/2020	9	9		
9/17/2020	6	6		
9/17/2020	3	3		
Totals	50	49	0	1



Fill Rate %
100.00%
100.00%
100.00%
100.00%
100.00%
75.00%
100.00%
100.00%
100.00%
100.00%
100.00%
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
98.00%



CDK				COLOR SCORING
Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
Normal or Active Stock		#DIV/0!	over 70%	GOOD
Automatic Phase Out		#DIV/0!	Less than 30%	WARNING
Dealer Phase Out		#DIV/0!	Less than 1%	DANGER
Manual Order		#DIV/0!	Less than 3%	GREAT
Non Stock Part \$'s		#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*			Greater than 70% of PN's	OK...BUT..
Clean Core		#DIV/0!	# PIECES PART #	OUCH !!!!!
Dirty Core		#DIV/0!		
Total Inventory	\$0	#DIV/0!		ouch!!!

Activity	Value \$	%	Notes & Guides
0-3 Months		#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months		#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months		#DIV/0!	75% will likely become Obso 2% is guide
Over 12 Months		#DIV/0!	Technical Obsolescence 2% is guide
New parts no sales		#DIV/0!	Minimal Amount
Total Inventory	0	#DIV/0!	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	
NEG-ON-HAND (MINUS-ON-HAND)	
CLEAN CORE	
DIRTY CORE (RDCI) OR DONE MANUALLY	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (Obtain data from	
MONTHS SUPPLY (This calculation from you	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Temp	
FTFR (FIRST TIME FILL RATE)	

OBSO POSITION			
.75 TIMES	\$		0
PLUS			0
PLUS			0
EQUALS		#DIV/0!	0

Departmental Action Plan

Dealership Ed Morse Tampa Cadillac

Student Name Christian Smith

Academy Week WEEK 2 PARTS

Class & Student Number N368

Current Situation

Special order parts are not getting installed or picked up in a timely manner.

Overall Objective:

Put a process in place to schedule the appointment or deliver 95% of special orders within 3 days of part arrival

Proposed Timeline

1 week

Action Plan

Describe necessary actions to reach desired result: When the SO part arrives the Parts manager will send out an email to the Service Manager and Service Advisor to inform them the part is in. The service manager then emails the customer informing them the part is in. The service advisor calls emails and texts the customer to set the appointment. If the advisor does not get a hold of the customer the service manager takes over and calls to setup the appt. after 4 days the customers info goes to the BDC to be called everyday until the appt is made. If the part is not going to be installed the parts advisor will make the call text and email daily for 1 week and if they are not successful the parts manager will then be responsible to get

Requirements

PLEASE BE AD
THIS ASSIGNME
IT'S SELF IS WO
POINTS.TAKE
TIME AND GE
CORRECT

Meeting with Dealer:

1. **Action Proposed: We will implement the new process with the GM present so we will get the buy in of all the service and parts employees.**

2. **Not much training needs to be done but if the advisor fails to follow the new process the customer will be reassigned to another advisor that is following the new process**

3. **the parts and service manager will monitor the special order parts process and will meet for 10 mins each morning and adding this process to their agenda. On a daily basis they will be Checking the CRM for notes, listening to calls and making sure the appt is made.**

4. **the check points will be followed up with daily.**

5. **0 cost for implementation**

Projected Date of Completion:

10/1/20

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

the biggest impact will be net profit, the customer either already paid for the part and we need to install it or the service advisor is able to complete a repair and close an RO and be paid for the total job, we also get our loaner car back if applicable and it can be loaned out for another job.



ADVISED
BY
RTH 100
YOUR
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