

## Parts touch points.

- Based on the current data learned in this class, I would recommend several touch points for my parts department.

Immediately hire one parts counter person to give the parts manager the ability to manage.

Manager needs to set up daily reconciliation process to ensure that the parts being order matches up to inventory based on dms.

Manager must strictly enforce employees to log all lost sales. To help improve and identify possible missed income and fill rate opportunities.

Manager MUST examine the mgr report on a week to week basis to reduce short falls and holes in our parts depart for emergency purchases, (22.81 percent ) customer orders (35.41) and reduce obsolescence parts and correct parts with negative on hand. New parts no sales should be at five percent or lower.

Manager will be given 2 months to make noticeable changes in percentages by reductions by two percent or more or face possible consequences in a role reevaluation.

New parts person current rate of performance 2703 net profit per times 12= 32436 in yearly income

Emergency purchases.  $29.514 * 12 = 354168 * (20 \text{ percent lost profit}) = 70.833$  profit a year

Obsolescence reduced from 27.79 percent 88187 dollars.. reducing by 2 percent a month to 1763 dollars over 12 months and double our turn

