

Fixed Operations One Homework Assignment

The following are Excel exercises found in the Post Class Excel Template:

1. Perform the First Time Fill Rate exercise on 50 repair orders. Do not include “One item oil changes”, Special Ordered Parts repair orders, or factory recalls. Consider standing where the techs collect the parts from the counter. If they ask for 5 parts and they get all 5 then on that repair order the parts inventory would get a 100%. If they did not get all 5 to finish the repairs then the Parts inventory would get a “0” % **(25 points)**.
2. Complete the DMS Scorecard for one month. Be sure to color code the inventory conditions. **(25 points)**
3. Complete the Post Class Action Plan. The Academy would recommend that you attempt a small problem rather than one that takes many months to complete. It needs to be very detailed and clear as to the necessary steps to correct the deficiency. **(100 points)**

The following are found in the Post Class Word Document:

1. Have your Parts Manager answer the 78 questions provided in the Post Class word Document. This is a learning/understanding exercise. It is recommended that you answer the questions with the manager. Confer and provide suggestive actions. Change the color of the font to distinguish the answers. **(50 points)**
2. The sponsor action plan verification form is on the word document. Copy and paste that form to be signed by your sponsor. Scan it to a PDF and place it with the Excel and Word documents prior to placing them into its drop box on your class site.
3. Please drop the excel document, the word document and the Action plan in the Post Class Dropbox at one time.. Remember that this is due the Monday before your service class starts. This allows the instructor to grade it prior to your arrival. Good Luck. Reach out if needed.
4. There is a Post Parts Class Threaded Discussion that will be activated September 8th it will be open for four weeks only and will close on Sunday October 8th. You will be required to post the one topic that you came away with from the parts class that you have already activated or plan to act upon with the parts department. Once your peers start posting theirs you will be required to respond to at least three with points of clarification and reinforcement. This has a point value of **300 points**.
5. Finally: Best Parts idea needs to be posted to your class site Parts Best Idea Threaded Discussion. This should be an idea that helps control expenses or increases sales or gross profit. Please have all of them read just prior to your parts debrief the Monday of your Service Week. The class will ballot on the best idea at the 9:00AM break.

Parts Manager Questions

Have your parts manager answer the **78** questions found in this zip file. Confer and provide suggestive actions. **(50 points) Provide your answers in a different color font.**

1. How often is your dealerships source pricing levels reviewed for competitive maintenance and heavy repair? **We review our pricing monthly when we renew our Monthly specials.**
2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area. **We are very competitive and have world class amenities like a Café and loaner cars available.**
3. Verify with the use of market surveys on selected parts prices in your area as to whether you are competitive with others. You don't have to be the lowest to sell more, but too little or too much profit can keep you from being competitive. **We check market pricing on selected parts monthly and continue to use the internet to check pricing throughout the month.**
4. Does the computer system you have follow one or more of the pricing guides for various types of customers? Review the pricing structure with the manager and determine areas of profit potential. Policies in wholesale, retail counter, service department, employees, etc., need to be established. **CDK has different pricing guides. Some examples are RETAIL, WHOLESALE, INTERNAL AND EMPLOYEE.**
5. Do you have in place policies and DMS controls (via Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions? What about Service Advisors? **The Parts personal have access to discount. Their Manager keeps an eye on their profit percentage to make sure they aren't abusing the discounts. The ASM's can adjust up to ten percent parts and labor after that they need to get Managers approval.**
6. Is there a process followed to prevent the costing of parts at other than the established factory (OE) cost within the dealership when parts are placed into the inventory? (done through the use of +/- inventory adjustment account(s))**No,**

we bring in the part for what we paid for it. Even if it's an emergency purchase and we pay more than the OE cost.

7. Regardless of parts cost (due to various sourcing opportunities (Jobber/Wholesale Distributor), are they all costed at the same factory price to maintain accurate inventory value? **No**
8. How are discount purchases tracked in the system to show additional profit based on the cost of the part from a particular source other than factory price? **Again, we bring in the part for its actual cost but a different source.**
9. Do you have an internet presence for your parts department? **Yes, we have a separate internet parts website. It's called Infiniti Parts HQ.**
10. What type of merchandising programs do you have in effect? What is the relative cost versus sales generated as a result of the programs? **We market every Customer, every month. The discounts increase and the Customers attendance drops.**
11. Is an outside salesperson active in your parts department? Are the sales at a level that "pays" for the employee or could the accounts be maintained on a part-time basis by the manager? **We have an Outside sales source included in our delivery package. We use an outside delivery service for all whole sale parts.**
12. Do you have factory merchandising dollars available, and if so, how much of those dollars have been spent year-to-date by the dealership? What must be done to qualify for more expense sharing in merchandising by the factory and the dealership? **No**
13. With the growing use of mobile smartphones by customers do you have a mobile ready website? **Yes we do.**
14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated? **They are checked Monthly and updated monthly.**
15. Pay plan reviews should be made at least on a monthly basis. When has a comparison been made between departmental gross profit and the personnel expenses for the department? Is the current sales level providing a sufficient profit for the pay levels established for the parts employees? **We review parts department compensation vs gross profit monthly. We are well with in the guidelines.**

16. Does the parts department actually seek additional revenue or “live off” the sales of the service department only? If not why not? **Our parts department has a very profitable Wholesale business. We do not solely depend on service.**
17. Is a program set up to sell accessories to the customer in the sales department as well as the parts area of the dealership? If not, are you leaving potential sales and gross profit on the table? **Accessories can be viewed via the Ipad (IcarX program) during the delivery process. We also have a retail area to sell accessories.**
18. Do you review wholesale customers weekly to see if parts sales dollars per customer and returns justify the expense of conducting business with them? For example, delivery 30 miles out of town to a customer ordering \$300 a month of parts at Cost+20% may not justify the delivery service. **Our delivery expense includes unlimited miles so any wholesale client’s needs can be met with no additional expense.**
19. Do you study your wholesale market opportunity with the dealership’s area of influence? Who’s the major player and can you unseat them? Can you make a difference against your competition? Can you deliver 2-3 times a day? **Within what mileage radius? We deliver twice a day within a 100 mile radius. We are the major player in our area.**
20. Who verifies the “wholesale” customer applications to make certain they are really true wholesale customers? Are your state Tax-ID/Wholesale Certificates current (within the last two years?) **Asbury corporate. They are current.**
21. Discuss monthly expense control with the parts manager and identify specific areas under the manager’s control. If expenses are allocated and not charged on a controlled basis, consider basing pay programs on sales or gross rather than net profit as part of the plan. **Parts manager pay is based on gross minus semi fixed expenses.**
22. Who determines credit approval for parts customers and what screening system is applied? Who follows the receivables list in a timely manner to make certain payment is made by the customer without exceeding the account limits? **Asbury corporate.**
23. Is the financial statement for the parts department given to the manager and discussed on a weekly/monthly basis? **Monthly**
24. What are the special parts ordering policies for SORs? Where is it written and posted? When was it reviewed and what level of management approved it? **All SORs above \$200 are approved by management if car is not staying. All CP SORs are pre paid.**

25. Do you require 100% pre-payment on these parts? Do you differentiate between Counter Retail/Wholesale and Service RO? **Yes if it is customer pay. All SOR's are ordered the same.**
26. What time is set to retain these parts and then initiate a return? Is a return charge made on customer pay parts that are returned because the customer did not return for them within a time limit? **30 days. Since all CP parts are prepaid the money is kept.**
27. Who are the parties that are involved in the SOP process start to finish? **Parts counter people, technicians, advisors, shipping and receiving and parts and service manager.**
28. Are special order forms completed in a legible manner so that the customer information can be read? **They are electronic.**
29. Where are special order parts for the service department located? Who notifies the customer the part is in, and who determines when to send the parts back if no response is made by the customer? Is anyone designated to follow up on SOP's, the lack of return? In the special order BIN. **Assistant manager contacts client. After 30 days parts and service manger review.**
30. See if special order parts are carried in a separate section of the parts inventory to maintain control. Or they inserted into the regular inventory? **Special order parts that aren't stock, they are in a separate BIN. If they are stock they locate in the stock BIN.**
31. Who administers and controls the Purchase Order system (DMS/book)? What dollar amount of fixed asset purchase can be made without approval above parts management level? Who sets and monitors these \$\$ levels and total open PO's and open PO \$'s? **Counter people can write PO's if there is an RO. Anything that doesn't have an RO has to have manager sign off. Accounting sets and monitors the levels and open PO's.**
32. Does anyone other than the parts manager have direct purchasing authority from outside vendors? Who oversees the Parts Manager? (Double signatures, Perusing the Parts Dept. purchase invoices) **Assistant manager has authority. GM oversees Parts manager.**
33. Who established internal parts pricing policies? Are all internal purchases centralized and run through the Parts Department for control purposes? **Asbury establishes internal parts pricing policies. Yes all through Parts.**

34. Does the value of the parts inventory on the parts computer exceed, or is it less than, the financial statement dollar amount? (Monthly Reconciliation Exercise) **It exceeds.**
35. If the accounting inventory value is higher than the parts computer, look for the parts inventory missing items (uncontrolled inventory). (Monthly Reconciliation Exercise) **It is not higher.**
36. If the accounting inventory value is less than that of the parts inventory value does this indicate an abnormal condition? (If not, why?) (Monthly Reconciliation Exercise) **No, a posting, a part isn't receipted in. Most differences are timing.**
37. If LIFO is used, when inventory value is used to calculate days' supply, etc., the actual value should include the LIFO reserve. **OK**
38. Is there an employee responsibility to function chart as was discussed in class? Are there specific inventory transactions (Grading, Ordering, Receipting, Posting, Adjustments, Bin Count Inventory, Returns, Cores/Dirty Cores) assigned to each of the employees in the parts department? (Functions vs Employee Exercise) **Yes, each parts employee has a specific job description.**
39. Who controls the training programs for the parts employees? When was it last reviewed? Is it part of a yearly review with the employee and is it part of the employee's pay plan? **Parts employee certification is reviewed monthly, and it is evaluated in pay review.**
40. Are records kept of the training for each person and when did someone last take online DMS refresher training? Parts Catalog training? OE/Manufacturer specific training? **Yes**
41. Has your Parts Manager ever taken a departmental Financial Management class like the ATD Academy? When was the last time they attended any formal Parts Management training? **The bulk of the parts manager training comes from Asbury and Infiniti. Asbury has parts financial meetings multiple times a year.**
42. A computer system diagram with specific terminal equipment positions should be made and a flowchart of work routine should be made. Determine if the equipment meets daily needs and if the equipment is in the right locations. Is the volume of business at a level that requires more system hardware, or does it require less? **Asbury dictates that we have a computer at every workstation and the software is always updated.**
43. How much of the replenishment/daily order is manually adjusted? Does it exceed 10%? Who makes the stock replenishment changes, and what are the

reasons for the majority of those adjustments? When was it changed last and by whom? **Doesn't exceed 10%**

44. Is the trend of those changes in question #42 a positive or negative trend? **It is neither positive nor negative.**
45. What is the percentage of stock order from the factory versus outside purchase (emergency purchases)? **We seldom make emergency purchases.**
46. Where are the computer-generated management reports printed and stored are they used on a daily? (CDK MGR Report) How are the management reports utilized? **Stored electronically and once a month they are printed and delivered to accounting.**
47. Is the DMS Summary used to track inventory trends? **Yes** When will you incorporate the DMS Scorecard that you learned about in class? **Monthly** Are there areas on the DMS scorecard that you couldn't find and if so who at the DMS is helping you to find those answers? **Yes because we are on ASR.**
48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time) **Monthly.**
49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time) **Yes**
50. Are the transactions for each day reviewed by the parts manager to make certain that any adjustments made (plus or minus) are accurate? **Yes**
51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? Others in the dealership? **Yes**
52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale? **Yes, ASR tracks them.**
53. Who reviews the Lost Sales? When are they reviewed? **Parts Manager**
54. Are emergency ordered part numbers reviewed to see if they qualify to be phased in? Is the Test/Non Stock/Watch feature of the computer system utilized to test which parts to stock (Phase In)? **ASR handles that.**
55. What demand history does it take to place a part on the inventory stock order or in inventory? Time limit and quantity are generally managed by Vendor Managed Inventory systems? **6 times in 9 months, ASR again does this**
56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO?

57. Are all parts sold by the department placed in the Parts inventory and then sold from the inventory? Do you stock any items that aren't in your inventory (Shop supplies, get ready, bulk fluids like washer solvent)? **Yes, except shop supplies**
58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures? **Written, the assistant manager is in control of all shipping and receiving.**
59. Who files damage claims on parts shipments received? **Assistant manger.**
60. Who receives parts orders, and how are they received? Is the original stock order transmitted to the factory cross-checked? What do you do about discrepancies? **Assistant parts manager, file a claim on all discrepancies.**
61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis? **This is done monthly.**
62. Who applies and loads the monthly price updates? **CDK and asr pro do it daily.**
63. Are parts cost adjustments (monthly price updates, bin count irregularities and emergency purchases at more or less than OE cost) tracked by someone in the dealership or is a periodic inventory adjustment method utilized (like once a year)? **Monthly.**
64. What adjustments were required after the last physical inventory to the dollar value, etc., of the inventory? **About \$20,000 over**
65. Are all obsolete parts that are on the inventory physically in the store? **Yes**
66. Are they separated into a special area to be controlled and tracked for sales history? Separate source? Change bin location by adding a J for easy identification by counter persons? **No**
67. Who verifies the completion of the repair orders between the first and second month they are reported in the work-in-process status? **Service Manager**
68. Do the Parts, Service and Body Shop Managers along with the Office Manager/Controller together follow up on all Work in Process (WIP) tickets and verify that they are closed out in a timely manner? **Yes**
69. Is a daily operating report of sales, gross profit etc., being provided to the parts manager for review by him (DOC)? **Yes**

70. What is the months' supply of the inventory? Does this match the students calculations found in their FS Parts Excel template? Are too many parts stocked in the inventory based on this calculation? **1.3 months.**
71. What is the true turn of the inventory? Does that match the students calculations found in their FS Parts Excel template? **6.5 yearly.** Yes it matched.
72. Is the inventory area large enough for the current level of business? Answers to this question can be obtained when the student does the FTFR (First Time Fill Rate) exercise. **We have plenty of physical space.**
73. Where are the Dealership's policy and procedures manuals located and who handles the review with the manager and his employees? Who has verified that the manual is located in an area that allows for easy access? **Asbury has a electronic handbook.**
74. Is your Parts Department locked up each night? Who has keys? **Yes. Managers**
75. Do your Counter-people have a cash drawer? Who balances the drawer? **Yes, counter person and manager.**
76. Is there a policy in place for overages for the cash drawer/balancing? **Yes, Asbury has a policy.**
77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup? **Yes.**
78. What one thing can Asbury as an organization do to help you do your job better? **Our company healthcare program is confusing and requires giving blood. There should be an easier and better way.**