

## jParts Manager 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. **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)? *Just have taken the nada course for first time and don't have any manager training have always been counter person*
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? *No*
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 this is the first time I have ever tracked FTFR*
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? *76% Inside sales and 24% outside sales*
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? *Don't have anything set up at this time usually ask me if we can help customer out with price*
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? *Parts manager or counter person but usually all goes through me first*
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? *Outside parts 82% sublet 25%*
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 not at retail don't know last time dealer petitioned OE for more think VW pays pretty good on there warranty not sure but about 20% off list*
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? *I have never part of this and not sure if we do I know service manager is always checking open RO'S and closed*

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 daily operation report as of now the new GM has started giving me the financial statement so that I can have a understanding as what is going on in my department and sent me to this class even though I am new to help understand the operation process this class has been a I opener on a lot of subjects**
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? **Don't know pricing strategy this all new to me I am learning more and more I will have to check on this**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Haven't done anything on this yet but after this class I am trying to go through a lot of these items to see it all works**
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? **no**
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? **None of what I know of as of yet I know we have online training through vw for parts**
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 have booklets for the salesman to show customers**
16. What would help you sell more accessories? **Offer spiffs for salesman**
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? **Have not yet done anything like this yet going to work on this**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **312.00**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Do bin checks to on regular bases to make sure count is correct**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **Not as of know we are going to work on this after this class we have a better understanding on how this works**

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? *Getting the cars back in shop for repair*
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? *The last manager never did any returns so I am setting on about 78,000 on obsolescence I have a challenge ahead of me*
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.)? *I am working on a 24 month and older now then I am moving to 12 months*
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? *Since going through this class I have a better understanding of this report probably put me around 7*
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? *Just having the proper tools to do my job correctly and helping me to understand the operation part of the dealership and what they expect out of my department*