

Parts Manager QuestionsConversation

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. In collaboration with your parts manager, interview, coach, and answer the following the following questions that pertain to topics you discovered in class. Confer and provide suggestive actions. Provide your answers in a different color font.

1. ~~Does your Parts Manager~~ What have any formal pParts mManagement training does your parts manager have (like for example, the NADA Academy Seminar)? None. ?
2. Does your Dealership/Parts dDepartment have a Vision statement that all departmental employees know and understands? What is it? No.
3. Have you ever tracked your First Time Fill Rate (FTFR) manually (nNot using the DMS, or your OEM)? What is your current Repair Order FTFR? No.
4. ~~Do you know w~~ What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? 17% internal. 83% counter resale/wholesale.
5. ~~Do you have~~ 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? We review price overrides weekly.
6. Who can change/override pParts pricing? Cashier? Service Director/Manager? Service Advisors? Parts counter employees, accounting, and the parts manager.
7. Are you at Retail pricing for Internal? Who established your iInternal parts pricing policies? Are they current? Yes we are at retail for internal sales like new and used trucks.
8. If you are in a Retail R reimbursement for Warranty state, are you at retail for warranty? If not at retail, when was the last time that you petitioned the OE for retail reimbursement? I believe we close the tickets at retail, but only the warranty department would know what they actually pay us at.
9. Do the Parts, Service and Body Shop Managers along work with the Office Manager/ Controller monthly together follow up on all Work in Process (WIP) documents- monthly. Do they, and verify that all parts invoices and repair orders are closed out in a timely manner? What does this look like? No

10. Is the financial statement for the Pparts department given to the manager and discussed on a weekly/monthly basis? If not, is a daily operating report of sales, gross profit, etc., being provided to the Pparts Manager for review (DOC)? We review a DOC report daily, but not a full financial report ever.
11. What is your retail pricing strategy for your Pparts department? How often do you check to see whether your pricing goals are being achieved? We are working on updating this. We currently use the manufactures suggested retail for OTC sales along with a pricing matrix.
12. How often do you audit your dealership's Pparts web page? How often are coupons, hours of business, etc., ~~looked reviewed at~~ and updated? Never
13. Do you have a Parts online eStore? ~~If not, are~~ How do you ensure that parts order forms/queries are responded to in a timely manner? ~~and~~ Who gets the email leads/questions? Yes, we have parts sales online. Everyone in parts receives and e-mail and a printout when an order is pushed through. I get another e-mail from the OPC system if the orders have not been processed and parts are in stock.
14. What sales training is available to Pparts personnel? If training is available, is it mandatory? ~~and~~ How often are sales skills assessed, tested, and refreshed? There is training from Paccar parts online. It is not mandatory. Sales skills are talked about daily, but never fully assessed or tested.
15. Do you have a process to present-offer accessories to 100% of your nNew and Uused customers? If so, what does it look like? If not, why not? The parts and accessories for new trucks are spec'd by the truck sales team and the orders are filled by parts.
16. What would help you sell more accessories? Strategically displaying parts in the show room where customers can see the wide variety of brands we offer.
17. Do you review your wholesale customers to see if their sSales, ~~and~~ gGross, per customer, and returns, justify the expense of conducting business with them? How often are they reviewed? Yes. We review customer sales and margins every six months. We don't directly analyze their returns, but just the total purchase amount.
18. Do you know how much each of your Pparts 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? We count the full inventory yearly and make daily adjustments as needed. We change quantities on internal tickets, so they are trackable, and they are seen by accounting.

20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? The counter people can put in lost sales. Lost sales are parts we don't sell at all because we didn't have them in stock.
21. What is the biggest obstacle ~~to~~ getting your Special-Order parts off the SOP shelves and installed/picked up? Calling customers when parts arrive.
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? What is ~~your~~ the current dollar value of ~~your~~ obsolescence? Market changes cause obsolescence for us a lot. We also have not had a schedule program for returning parts to vendors set up. Currently we have around 20k in obsolescence.
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.)? Parts turn on to stock at three separate sales events in a year. Parts turn off at 2 or less sales events. This is planned by Paccar's MDI team.
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? 7
25. What is the one thing that your organization can do, or provide, to help ~~you do your~~ the Parts Manager do their job more effectively? Train the parts employees to have more knowledge about older trucks. This way the parts manager doesn't have to take so many phone calls during the day.