

Parts Manager Questions 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. 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)??
2. Does your Dealership/Parts dDepartment have a Vision statement that all departmental employees know and understands? What is it?
3. Have you ever tracked your First Time Fill Rate (FTFR) manually (~~n~~Not using the DMS, or your OEM)? What is your current Repair Order FTFR?
4. ~~Do you know w~~What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & 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?
6. Who can change/override pParts pricing? Cashier? Service Director/Manager? Service Advisors?
7. Are you at Retail pricing for Internal? Who established your iinternal parts pricing policies? Are they current?
8. If you are in a Retail 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-??
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?
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)?

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?
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?
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?
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?
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?
16. What would help you sell more accessories?
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?
18. Do you know how much each of your Pparts salespeople must sell each day just to breakeven?
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?
21. What is the biggest obstacle to in getting your Special _Order parts off the SOP shelves and installed/picked up?
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?
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.)?
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?

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?