

## 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 (likefor example, the NADA Academy Seminar)? NADA?
2. Does your Dealership/Parts ~~dDepartment~~ have a Vision statement that all departmental employees know and understands? What is it? We are one stop parts shop.
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? Not since Procede started
4. ~~Do you know wW~~ hat percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? 60% internal 40% counter/outside
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? Parts manager has access to a report that shows any changing of cost of a part.
6. Who can change/override ~~pParts~~ pricing? Cashier? Service Director/Manager? Service Advisors? Only parts personnel after getting parts manager approval
7. Are you at Retail pricing for Internal? Who established your ~~iInternal~~ parts pricing policies? Are they current? No, upper management 2-3 years ago
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: ?No, I'm not sure
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?

We were trying..some monts are better than others

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)? Yes, discussed monthly and parts manger reviews daily.
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 really don't have a pricing strategy.  
We have a goal of \$20,000 a day over front counter.
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? Monthly
13. Do you have a Parts online eStore? if not, areHow do you ensure that parts order forms/queries are responded to in a timely manner? and Wwho gets the email leads/questions? No
14. What sales training is available to Pparts personnel? If training is available, is it mandatory? and Hhow often are sales skills assessed, tested, and refreshed? Online parts training via OEM
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? Yes, we have accessories... not a process though
16. What would help you sell more accessories? Have OPS use the show and tell method
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, every 90 days
18. Do you know how much each of your Pparts salespeople must sell each day just to breakeven? Yes, 2,750 per day based on 14 employees
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? Any variance is brought to parts manager and he can only make changes.
- ~~20.~~
21. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? No
22. What is the biggest obstacle to in getting your Special Order parts off the SOP shelves and installed/picked up? The trucks leave, its hard to get them back in the shop.

23. 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? We did too much bulk buying in the past \$247,380
- ~~24.~~
25. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? 3 sales in 3 straight months If we don't sell a part after 9 months we won't stock it.
26. 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? 5
27. 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? Be staffed properly and provide better training for Procede