

## Parts 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)? **Factory training, NADA seminars, UCS training**
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, I think 88%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **I think 70/30**
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? **They can't everyone is locked out except parts manager, assistant parts manager and warranty clerk**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **parts manager, assistant parts manager and warranty clerk**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **No, The GM, No**
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? **Yes, Last Year**
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? **Parts are closed out Daily anything different the parts manager meets with Controller**
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, yes given out but not used**

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? **No real strategy trying to keep 39% total gross overall**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **never really think about it probably every 90 days**
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? **Yes, we have a dedicated internet sales person the assistant parts manager monitors him**
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? **Factory training done yearly**
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? **Yes to our new and certified customers sales department show accessories sheet to every customer.**
16. What would help you sell more accessories? **It does**
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? **we do very little wholesale we do not monitor it.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **No Probably around \$2000.00**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Weekly spot checks**
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 accuratley**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Service not contacting customers**
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? **Using factory money to send back misordered parts instead of obsolete.**
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.)? **phase in 3/9 phase out 9/12**

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? 2
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Get a new DMS and New Storage System**