

## Parts manager conversation

- 1) Chris our parts manager has done the NADA parts portion twice. Roughly 5 years ago. Around 2000 he also did a 2-day advanced parts manager seminar.
- 2) We have a Vision statement that everyone knows in all departments
- 3) Has only did it in a NADA class normally pulls from our DMS.
- 4) 40% comes from inside.
- 5) Monitor counter person override report but with price matching all counter advisors have to make adjustments.
- 6) Only parts advisors can change pricing.
- 7) We are not a retail we are cost+ 45% Chris our parts manager. Yes, they are current
- 8) We our above retail for warranty. We get cost+73%
- 9) Yes, they make sure there is not open RO's sitting open. Open RO's are reviewed by service manager and parts manager runs a report showing if there is any open RO's.
- 10) Parts manager has access to doc on Reynolds & Reynolds, Axxessa, where he can review at any time, he also gets a copy of the financial statement.
- 11) Parts manager checks monthly, some parts are sold at cost therefore the goal is to generate 10600 a day. We try to stay competitive to the market while holding the most gross as possible.
- 12) Not often enough. GM reviews our site and updates hours as needed.
- 13) We do have an online estore, all parts advisors handle. We get emails about queries and eBay account where Chris Burton handles.
- 14) Jim our corporate trainer handles all training, it is mandatory and it is done annually.
- 15) No, we don't. We rely on GM website. We don't push it through sales enough.
- 16) Putting something in place to allow sales to work with customer and parts to have accessories added to their vehicle.
- 17) Once every 2-3months.
- 18) Yes
- 19) Quarterly we do a parts reconciliation, yearly we a fiscal inventory, and we do a perpetual bin check inventory.
- 20) Yes, they are being tracked but not very well. If a part is requested and we cannot supply the part or get the part it is a lost sale.
- 21) We do a good job with it but some customers will not show up.
- 22) Including RIM Its 125k. GM makes us hold on to things longer then needed (18 mon) that is our biggest obstacle.
- 23) Are phase in 3/12 through our DMS and phase out is at 9 months no activity. We have to keep 90% but will look at stuff we know we won't sell.
- 24) 8

25) Would like to get all departments working together in more harmony. When we are working together in all departments it makes things run smoother. It helps when things are clearer cut on what the top wants and all managers understand they are going for the same overall goal. This is what I expect or else, clear and direct!