

## First Time Fill Rate

DEALERSHIP NAME		NADA Motors	rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

0



Rate %
#DIV/0!



REYNOLDS 2213				
Stocking Status	Inventory Value	% of Inventory	Guide	
INVESTMENT				
Normal or Active Stock		#DIV/0!	over 70%	
Automatic Phase Out		#DIV/0!	Less than 30%	
Dealer Phase Out		#DIV/0!	Less than 1%	
Manual Order		#DIV/0!	Less than 3%	
Non Stock Part \$'s		#DIV/0!	Less than 5%	
Non Stock Part #'s*		MEMO	Greater than 70% of PN's	
Core Clean		#DIV/0!	PART #	# PIECES
Core Dirty		#DIV/0!	PART #	# PIECES
Replace by hold RBH		#DIV/0!	PART #	NA # PIECES
			NA	
Total Inventory	\$0	#DIV/0!		

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invento
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become
10-12 Months		#DIV/0!	included	85% Will likely become
13-24 Months		#DIV/0!	0%	Technically Obsolete
25+ months		#DIV/0!	0%	
TOTAL	\$0	#DIV/0!		

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK....BUT..
- OUCH !!!!!!!!!!!
- YIKES

nd active ory			
	<b>OBSO POSITION MATH DONE BELOW</b>		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$0	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
	PLUS THE 13-24 MONTH VALUE	\$0	
	PLUS THE 25+ VALUE   EQUALS	\$0	
	<b>OBSO AS A % OF TOTAL</b>	\$ -	#DIV/0!

CDK									
Stocking Status			Inventory		% of Inventory			Guide	
INVESTMENT			Value						
Normal or Active Stock					#DIV/0!			over 70%	
Automatic Phase Out					#DIV/0!			Less than 35%	
Dealer Phase Out					#DIV/0!			Less than 1%	
Manual Order					#DIV/0!			Less than 3%	
Non Stock Part \$'s					#DIV/0!			Less than 5%	
Non Stock Part #'s*				MEMO				Greater than 70% of PN's	
No Phase Out			Not on ADP					NA	
Repape by Hold			Not on ADP					NA	
Clean Core					#DIV/0!	p/n	pieces		
Dirty Core					#DIV/0!				
Total Inventory			\$0		#DIV/0!				

ADP									
Activity			Value \$	% of Invent	%	Notes & Guides			
0-3 Months					#DIV/0!	ACTIVE INVENTORY at 75%			
4-6 Months					#DIV/0!	ACTIVE INVENTORY at 23%			
7-12 Months					#DIV/0!	75% will likely become Obso 2%			
Over 12 Months					#DIV/0!	Technical Obsolescence 2% is g			
New parts no sales					#DIV/0!	Minimal Amount			
Total Inventory			\$0		#DIV/0!				

COLOR  
SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK...BUT..

OUCH !!!

OUCH !!!!!

ouch!!!

OBSO POSITION

is guide .75 TIMES \$ 0

uide PLUS 0

PLUS 0

EQUALS #DIV/0! 0

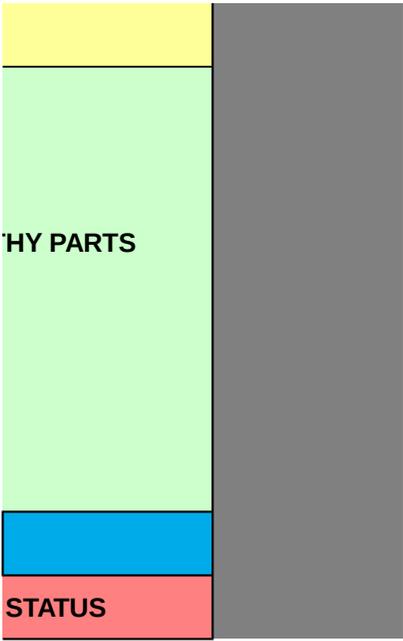
DEALER TRACK STATUS			MONTH OF:				PROFILES BEST OF CLASS
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STOC			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!				LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!				
CORES ON HAND							LOW PIECE COUNTS
NEG-ON-HAND							LOW DBL NUMBERS
TOTAL OF INVENTORY							
PARTS ON OPEN R. O.'S							ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY							
NOT ON FACTORY MASTER							MINIMAL
PARTS WITH OUT COST							MINIMAL
<b>INVENTORY AGING BY LAST SOLD</b>							
			<b>VALUE</b>	<b>%</b>	<b>ACUM %</b>	<b>INSTRUCTORS NOTE</b>	
NEVER SOLD				#DIV/0!	#DIV/0!	<b>THIS IS TECHNICAL OI</b>	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	<b>THIS IS POTENTIAL OI</b>	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	<b>THESE PARTS WILL BE IN A "AP" STATU: OUT IS SET AT 0 IN 6</b>	
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!		

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!
SIX MONTHS AGO			#DIV/0!	#DIV/0!
FIVE MONTHS AGO			#DIV/0!	#DIV/0!
FOUR MONTHS AGO			#DIV/0!	#DIV/0!
THREE MONTHS AGO			#DIV/0!	#DIV/0!
TWO MONTHS AGO			#DIV/0!	#DIV/0!
ONE MONTH AGO			#DIV/0!	#DIV/0!
CURRENT MONTH			#DIV/0!	#DIV/0!
TOTAL INVENTORY			#DIV/0!	
CORES WITH ON HAND				

**THIS IS YOUR ACTIVE HEALT INVENTORY**

**CONFIRM DIRTY & CLEAN**





UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 30%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part #'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

**UCS**

Investment		NADA			
Activity	Value	% of inven	Guide	Notes	
Current TO 3 Months		#DIV/0!	75%	this is your current a healthy parts invento	
3 to 6 Months		#DIV/0!	included		
6-9 Months		#DIV/0!	23%	65% Will likely becom	
9-12 Months		#DIV/0!	2%	85% Will likely becom	
12 Months + Over		#DIV/0!	included	This is your Technical	
		#DIV/0!			
		#DIV/0!			
TOTAL	\$0	#DIV/0!			

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!!



nd active  
ory

e obso	\$0.00
obso	\$0.00
OBSO	\$0
	\$0.00

#DIV/0!

## Departmental Action Plan

Dealership **Kendall Toyota**

Academy Week **Week 2- Fixed operations- Parts**

Class & :

### Current Situation

Our parts department is currently having problem's with lost sales. I found out process to track lost sales. After diving in I found out that we used to do it until we went to dealer track we have stopped tracking lost sales.

### Overall Objective:

Step 1: Install a lost sale process and make sure all understand. Step 2: Run a Manage our lost sale report, daily training.

### Proposed Timeline

To install a clear and concise procedure for tracking a lost sale, implement a service advisors are also aware of our new procedure. Run lost sale report every first thing the next morning to look for patterns. All to be up and running by 11

### Action Plan

Make process mandatory, make sure all parts counter people are aware of the Build awareness to use the tools we have set for them so we can get better. Do of lost sales and the benefits to everyone. Run a lost sale report daily at end of morning.

### Requirements

1. Bring in a clear and concise "Lost sale report" plan to our district manager.

2. **Commitment:** to keep training daily. **Coaching:** to make sure all staff is current and expectations are. **Accountability:** run the lost sale report at the close of business and trends first thing the next morning. **Expense:** there will be no expense except

3. **Accountability: Who:** Parts counter, Parts manager and GM. **What:** Parts counter. **By When:** Working on release date of November 1, 2017. **How:** Installing a clear button are being used, the lost sale button.

4. **Checkpoints:** Daily- we will run our lost sale list on a daily basis, then start each week have a meeting to make sure all still know process and are following it. Monthly review the DMS and have a discussion what trends we are seeing. Also the GM and parts manager over findings.

5. **Estimated cost for implementation:** There will be no cost, just time invested in

**Projected Date of Completion:**

11-1-2017 launch date.

**Sponsor Signature:**



**Evaluation of Results:** Include measured results.

(± Metrics)

**Impact Areas:**

I believe that after this launched it will impact us in 3 areas for sure: First in sales, there will be new customers that same reason it will impact our gross sales. Third it will help with our CSI, having the right part made in service for installation of the part will translate into a happy customer who will get a survey

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Student Number **N328-35**

t that there is not a clear definition or a  
il we switched our DMS and ever since we

lost sale report at the end of each day. Step 3:

schedule for training on this, make sure our  
ch night, having parts manager review data  
l-1-2017.

process. Change culture and thought process.  
aily training and education on the importance  
f each day and go over the data the next

**PLEASE BE ADVISED  
THIS ASSIGNMENT BY  
IT'S SELF IS WORTH 100  
POINTS.TAKE YOUR  
TIME AND GET IT  
CORRECT**

and up to date on what our lost sale reports  
business each day and go over data to look for  
for our time in training and go over the data.

ter responsible for actually tracking lost sales.  
ar process of a lost sale, making sure all tools

ch morning going over the data. Weekly- we  
ly- we review each employees lost sale from  
arts manager will have monthly meeting to go

daily training.



v sales on parts that we have not had before. Second for  
s for our customer's with the ability for money to be  
y.