

First Time Fill Rate

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

0



Rate %
#DIV/0!



REYNOLDS 2213				
Stocking Status	Inventory		% of Inventory	Guide
INVESTMENT	Value			
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			
	OBSO POSITION MATH DONE BELOW		
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	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

CDK		Inventory	% of Inventory	Guide
Stocking Status	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
Repace 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

INVENTORY AGING BY LAST SOLD					
			VALUE	%	ACUM %
NEVER SOLD				#DIV/0!	#DIV/0!
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!
TEN MONTHS AGO				#DIV/0!	#DIV/0!
NINE MONTHS AGO				#DIV/0!	#DIV/0!
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!

INSTRUCTORS NOTE

THIS IS TECHNICAL OI

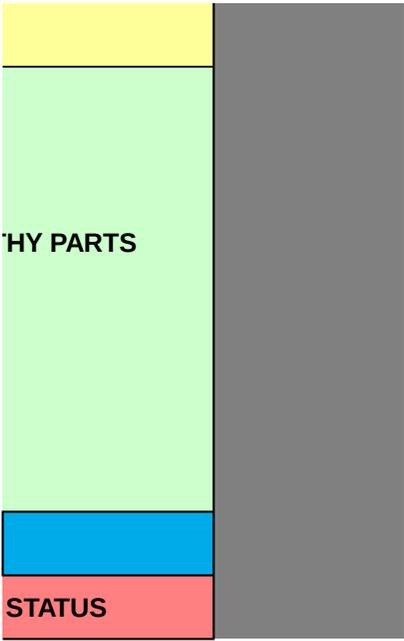
THIS IS POTENTIAL OI

THESE PARTS WILL BE IN A "AP" STATUS: OUT IS SET AT 0 IN 6

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 become
9-12 Months		#DIV/0!	2%	85% Will likely become
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 !!!!!!!

Black box

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OBSO	\$0
	\$0.00

#DIV/0!

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Currently we do not have an online presence with our Parts Department. Capital Toyota has been in business for over 50 years as a family owned & operated business. We are a wholesale parts distributor for Toyota and have focused on that part of our business for many years. While in Week 2 / parts, we discussed internet sales and website sales. When I sat down with our Parts Manager to do the 78 questions, there was 3 questions that really hit on internet sales. I found that our Parts Manager has already looked in to implementing. Four things that we have discovered are: 1) **Online Purchase Growth has gone from \$6B to \$30B** 2) **Internet mass merchants & automotive parts suppliers dominate the market** 3) **OEM's currently get**

Overall Objective:

This part is really not that hard. We plan to implement the ability to purchase parts & accessories online, place into a cart, check out and pay for the parts with a credit card. Once the parts are ordered, the customer will be able to come into the store where the order will be ready for pickup at the retail counter, or the customer will have the option to have the order shipped. Our fill-rate is high due to the fact of us being a wholesale parts distributor. i see this as a great opportunity to increase both sales and profitability.

Proposed Timeline

We currently have our I.T Director, Jim Taylor working on this along with myself and our Parts Manager. Our goal is to have everything operational by December 15th, 2017. We are looking at a new eCommerce program that Toyota has rolled out for parts & accessories sales. Green's Toyota in Lexington, Ky. has taken on Toyota's Simple Parts eCommerce Program. They have an "order parts" button from their Parts icon on their homepage that takes you to the catalog / order page. We have an appointment with Brad Gilchrist from the Cincinnati Region to discuss this program as a possibility. We are also looking at Revolution Parts.

Action Plan

We first of all have scheduled a meeting with our Regional representative to discuss the implementation of the program. We realize after researching the action that we have a great opportunity here. Our goals once implemented are: 1) **Increase**

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Sales, Revenue & ROI 2) Shift Market Share from online and brick and mortar retailers (Amazon, EBay, AutoZone) 3) Maximize Customer Satisfaction and Loyalty of online purchases of Toyota parts, accessories & merchandise 4) Lead the automotive Parts & Accessories Industry with a full cycle online shopping and purchase experience 5) Dominate SERP (Search Engine Results Page) real estate with National and Dealer website by increasing SEM & SEO (Toyota National).

Requirements

Meeting with Dealer: Meeting with Dealer has taken place and they are all aboard.

1. Action Proposed: We are meeting with both Toyota & Revolution Parts to discuss what would be the best option for our store. We do plan to place in to action immediately once decision is made regarding the provider.

Meeting has taken place with dealership key personnel. Once website is installed (ASAP) we will have training provided by the provider that will be done in a group setting and also one-on-one. Coaching will be conducted by both our Parts Manager & Asst. Parts Manager. We will incorporate our I.T Director into the training & coaching process also. As far as results go, there is data reports that will be available which are provided through the system where we can monitor ROI, sales, and even zip code analysis. Possible pain points for the dealer could be: 1) **Too expensive** 2) **Staff to support** 3) **Poor Data**

3. Our Fixed Ops Manager along with our Parts & Assistant Parts Managers will be held accountable to monitor and report all progress to the GM and Controller. Progression will be monitored daily by those employees and reported to GM & Controller weekly. We will implement reporting into our Manager's meetings that are held monthly with all department heads and our Dealer Principal.

4. Recommended checkpoints will be established when we meet and decide which provider that we will use. After phone conversations, I understand that there will be recommendations regarding system monitoring and data that provides reporting regarding site performance such as Average Sales, Page Tracking, Ratings, Shipping Time, Gross Overall Sales, Traffic Source, Conversion, # of Visitors, and most important, Customer Satisfaction & Revenue Growth Rate.

5. The Estimated cost for implementation: Currently we have an estimated cost of around \$1400 monthly and a \$750 setup. If we chose to go with Toyota's Pro package, it would be \$1400 per month, \$750 setup fee & 10% of our monthly online sales.

Projected Date of Completion:

December 15, 2017

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

ADVISED
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ARTICLE 100
YOUR
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