



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)? *MIKE NICHOLS*
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? *NO But we will come up with one as a group (TEAM)*
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 not manually 93%*
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? *85%*
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? *We currently change cost of CP parts Accured from other Dealers*
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? *PARTS Personal only*
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? *INTERNAL IS Retail INTERNAL Accessories IS cost +10*
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? *we are at 45% warranty Reimbursement*
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? *Yes They Do a month end Meeting.*
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)? *monthly with The parts Reconciliation*
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? *GM LIST Price*