

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? *Weekly, need to improve*
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, Fordparts.com and Ford accessories.com managers*
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? *Yes Stars Certified, Also Web Classes*
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? *NO*
16. What would help you sell more accessories? *Retail Sale Dept. Salesman Displaying*
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? *Review order right away / weekly monthly percentages*
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? *Yes he goes by daily profit not individually*
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? *Physical Inventory when down from, bills*
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? *Yes, this continues back to Review All man-down*
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? *Getting customer back in to complete job*
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? *Buy Many 12 month Amazon Capital \$21K*
23. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARQ, Parts Eye, etc.)? *3-12 12 months phase in*
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? *9 to 9.5*
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? *Storage, Facility
This is the biggest
Costing Dept Money.*

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)? *Free on-line trainings, Parts Manager Certification Since 2003*
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? *See Attachment for Answer.*
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? *Never manually DMS 89.9%*
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? *1/3 business and 2/3 wholesale*
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? *only Counter Personnel*
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? *nobody but managers*
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? *Yes owner*
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 Retail*
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 but need improvement*
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)? *Yes Review Daily Doc.*
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? *Every day*
Sold USD. We are low compared to GOA?

First Time Fill Rate

DEALERSHIP NAME	# OF RO'S	RO's Filled 1st Time (Right Away)	RO's Filled the same day Same Day	RO's Not Filled Same	Actual 1st Time Fill
5-4-21	619890	NO	YES		
5-4-21	619779	YES			
4-27-21	619357	NO	NO		
5-4-21	619930	YES			
5-4-21	619828	NO	NO		
5-4-21	619927	YES			
5-4-21	619931	YES			
4-30-21	619703	YES			
4-27-21	619622	YES			
5-4-21	619901	NO	YES		
5-4-21	619864	YES			
Totals	0	0			

3-Days
Recall 3/0