



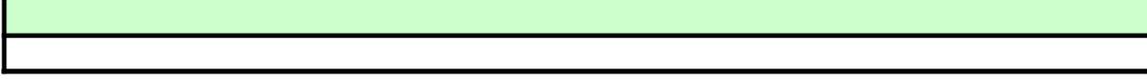
Fill Rate %
#DIV/0!

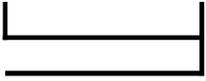


REYNOLDS 2213			
Stocking Status	Inventory Value	% of Inventory	Guide
INVESTMENT			
Normal or Active Stock		#DIV/0!	over 70%
Automatic Phase Out		#DIV/0!	Less than 30%
Dealer Phase Out		#DIV/0!	Less than 1%
Manual Order		#DIV/0!	Less than 3%
Non Stock Part \$'s		#DIV/0!	Less than 5%
Non Stock Part #'s*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

REYNOLDS

Activity	Value	% of inventory	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!		
CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat				
OBESO POSITION (LINES 23-26 FROM ABOVE)				
NEG-ON-HAND (MINUS-ON-HAND)				
CLEAN CORE				
DIRTY CORE				
LOST SALES CALCULATOR VS. ACTUAL				
AVERAGE STOCK ORDER (NEEDED FOR FS				
MONTHS SUPPLY (FS TEMPLATE)				
GROSS (TOTAL) TURNS (from your FSTempl				
TRUE (STOCK) TURNS (from your FS Templ				
FTFR (FIRST TIME FILL RATE) (from your par				





CDK				COLOR SCORING
Stocking Status INVESTMENT	Inventory Value	% of Inventory	Guide	
Normal or Active Stock		#DIV/0!	over 70%	GOOD
Automatic Phase Out		#DIV/0!	Less than 30%	WARNING
Dealer Phase Out		#DIV/0!	Less than 1%	DANGER
Manual Order		#DIV/0!	Less than 3%	GREAT
Non Stock Part \$'s		#DIV/0!	Less than 5%	Seldom used
Non Stock Part #'s*			Greater than 70% of PN's	OK....BUT..
Clean Core		#DIV/0!	# PIECES PART #	OUCH !!!!!
Dirty Core		#DIV/0!		
Total Inventory	\$0	#DIV/0!		ouch!!!

Activity	Value \$	%	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% is guide
Over 12 Months		#DIV/0!	Technical Obsolescence 2% is guide
New parts no sales		#DIV/0!	Minimal Amount
Total Inventory	0	#DIV/0!	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat	Pass or Fail ?
OBSO POSITION (LINES 20-22 FROM ABOVE)	
NEG-ON-HAND (MINUS-ON-HAND)	
CLEAN CORE	
DIRTY CORE (RDCI) OR DONE MANUALLY	
LOST SALES CALCULATOR VS. ACTUAL	
AVERAGE STOCK ORDER (Obtain data from	
MONTHS SUPPLY (This calculation from you	
GROSS (TOTAL) TURNS (from your FS Temp	
TRUE (STOCK) TURNS (from your FS Temp	
FTFR (FIRST TIME FILL RATE)	

OBSO POSITION			
.75 TIMES	\$		0
PLUS			0
PLUS			0
EQUALS		#DIV/0!	0

Departmental Action Plan

Dealership **DARRELL WALTRIP HONDA**

Academy Week **PARTS**

Class &

Current Situation

PARTS COUNTER PHONE ANSWERING SKILLS

Overall Objective:

**IMPROVE OUR CUSTOMER EXPERIENCE WHEN ANSWERING THE PHONE. HI
INFORMATION,MAKE THE SALE OR HELP ST THE APPOINTMENT.**

Proposed Timeline

**BY FEBRUARY I WOULD LIKE FOR ANYONE TO COLD CALL OUR PARTS DEPT
MET.**

Action Plan

COACHING AND TRAINING

Requirements

PROVIDE WEEKLY TRAINING

1.

2. TRAINING ,COACHING AND WORD TRACKS.

3. COLD CALLS BY PEOPLE NOT IN THIS DEPARTMENT.TAKE NOTES AND PRO
ONE ON ONE.

4. REVIEW BI WEEKLY. REVIEW ONE ON ONE AND AS A GROUP.CONTINUE MC

5. ZERO COST

Projected Date of
Completion:

FEBRUARY 1ST

Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

THIS WILL IMPACT CSI ,SALES,GROSS AND CUSTOMER RETENTION.

Student Name

JIMMY STEPHENS

Student Number

108

ELPFULNESS,GATHERING

PARTMENTS AND HAVE ALL THE METRICS

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

PROVIDE FEEDBACK. REVIEW WITH EMPLOYEES

MONITORING