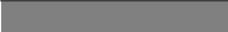


First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
###	5	2	3	1
###	8	5	1	2
###	10	6	1	3
###	9	3	4	2
###	10	4	4	2
###	5	4	1	0
###	5	3	2	0
Totals	52	27	16	10



Rate %
40.00%
62.50%
60.00%
33.33%
40.00%
80.00%
60.00%
#DIV/0!
51.92%



CDK Stocking Status				Inventory	% of Inventory	Guide	COLOR SCORING
INVESTMENT		Value					
Normal or Active Stock		\$603,407		79.11%		over 70%	GOOD
Automatic Phase Out		\$42,879		5.62%		Less than 35%	WARNING
Dealer Phase Out		\$26,642		3.49%		Less than 1%	DANGER
Manual Order				0.00%		Less than 3%	GREAT
Non Stock Part \$'s		\$89,857		11.78%		Less than 5%	Seldom used
Non Stock Part #'s*		7,177	M	41.66%		Greater than 70% of PN's	OK....BUT..
No Phase Out		Not on ADP				NA	OUCH !!!
Repace by Hold		Not on ADP				NA	
Clean Core				0.00%	p/n	pieces	OUCH !!!!!
Dirty Core				0.00%			
Total Inventory		\$762,785		100.00%			ouch!!!

ADP

Activity	Value \$	%	%	Notes & Guides
0-3 Months	461,154		60%	ACTIVE INVENTORY at 75%
4-6 Months	104,007		14%	ACTIVE INVENTORY at 23%
7-12 Months	87,966		12%	75% will likely become Obso 2% is guide
Over 12 Months	39,101		5%	Technical Obsolescence 2% is guide
New parts no sales	70,553		9%	Minimal Amount
Total Inventory	\$762,782		100%	



OBSO POSITION			
.75 TIMES \$			65974.73
PLUS			39,101
PLUS			70,553
EQUALS	23%		175628.7



Departmental Action Plan

Dealership Eastchester Chrysler Jeep Dodge Ram

Academy Week Fixed Ops 1 - Parts

Class & #

Current Situation

Obsolescence is creeping up month over month

EOM July 2017 we stood at an obso position of 21% and by EOM September we had 25% obso. In the 2 months I found we ended with about \$22,000 less inventory in stock. This showed an increase in obso. It turns out we had a couple of wholesale customers that we had not contacted the year and it took some time to adjust our ordering process leaving us with a stock

Overall Objective:

Objective 1: Evaluate ordering process for wholesale parts business and implement changes
Objective 2: Evaluate and make changes to how we communicate with our wholesale competitors
Objective 3: Reduce our obso inventory

Proposed Timeline

Step 1: Review ordering process for wholesale parts stock and recommend changes
Step 2: Implement changes to reduce exposure to negative changes in sales
Step 3: Train wholesale staff in customer communication process
Step 4: Set up and monitor an ebay page to sell our obso inventory that we cannot sell to the manufacturer

*****steps 3 and 4 will be ongoing**

Action Plan

Describe necessary actions to reach desired result:

Action 1: Evaluate order procedures for wholesale business. We've discovered our process was changed it was just not done in a timely manner. Our parts manager will take

business and adjust his orders accordingly

Action 2: Customer service / sales training for parts counter staff. We agreed not to have a hold on sales and customer service but the rest of our counter staff could also benefit from (hold”), upselling with complementary parts, prospecting for new customers and customer service.

Action 3: Review our return procedures. It turned out our parts manager thought (hold”) wasn't. our parts manager will be the point person for returns moving forward and returned in a timely manner.

Action 4: eBay page. Once we get a hold on what can be returned we will set up a page for inventory that we cannot return but quickly adding all inventory in stock for more than 30 days for eBay fees. Judging by the many fees eBay has we are going to want to limit this to items that cannot be sent back and then only as a last resort

Action 5: Continue to review results and adjust if/when necessary. The DMS scores are working to reduce our obso position.

Meeting with Dealer:

1. **Action Proposed:** proposed actions listed above to majority partner and GM

Meeting with stakeholder(s) (dealership personnel):

Describe what is in place to support desired goal:

Training - I currently conduct sales training for our sales staff every Monday and Friday

Coaching - since this is going to be a new procedure for our parts department we will continue to coach our staff in expanding their customer service skills. All involved will also benefit from the changes and the benefits that will come from them

2. **±Consequences related to results** - positive consequences include reduction in inventory, possible increase in revenue from proper eBay page management and proper effective training of staff. Negative consequences include losing staff who do not want to change the ordering process to the point where we leave ourselves short

Pain & Gain - it's never easy implementing a new process, especially one in a department that has a lot of pushback from staff who believe they are doing good based on sales/net but who are in a profitable department that is streamlined in their sales and inventory process. The

Accountability: Monitoring progress:

Who: Parts manager, counter people, eBay site manager, GSM

What: Parts Manager will tweak stock orders

counter people will initially be held accountable for maintaining customer base
increase involvement in generating new business.

GSM will be accountable for parts staff progress regarding sales progress

3. eBay site manager will be point person for everything eBay related working
goes online as well as monitoring payments from purchasers.

By When: ongoing. Training to start immediately and results should be seen within
days through returns and eBay sales

How:

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

Weekly review of parts received - why did we get them and what is the last 45 day

Weekly review of parts staff customer service / sales training progress

4. Bi-weekly review of customer orders - internal, wholesale, and walk-ups

Bi-weekly review of eBay progress

Monthly review of obso position

5. **Estimated cost for implementation:** other than time, the training is not going to
costs will come from eBay auctions and their breakdown is below

eBay Auction Listing Fees

Opening Bid or Reserve Price	Insertion Fee	Basic Store Subscribe
\$0.01 to \$0.99	Free*	\$0.10
\$1.00 to \$9.99	\$0.25	\$0.25
\$10.00 to \$24.99	\$0.50	\$0.50
\$25.00 to \$49.99	\$0.75	\$0.75
\$50.00 to \$199.99	\$1.00	\$1.00
\$200.00 or more	\$2.00	\$2.00

* If you do not have an eBay Store, you may list up to 100 auction listings in a month between \$0.01 and \$0.99, and you have no reserve price. If you exceed 100 listings, you are charged a \$0.10 fee per listing.

Listing Option Fees

Option	Fee: Auction or Fixed Price 3, 5, 7, 10 days
Subtitle	\$0.50
Bold	\$2.00
Listing Designer	\$0.10
Gallery Plus	\$0.35
Scheduled listing	\$0.10
List in two categories	Double fees
Additional pictures	\$0.15
Picture Pack 1–6 pictures	\$0.75
Picture Pack 7–12 pictures	\$1.00

If Your Item Sells for

Item not sold	No fee
\$0.99 – \$50.00	12% of the final sale price
\$50.01 – \$1,000.00	12% of the initial \$50.00, plus 6%
\$1,000.01 or more	12% of the initial \$50.00, plus 6%

Projected Date of Completion:

1/31/18

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Sales will increase from an increase in the quality of service our outside customers get as well as from the

Gross will also increase from the increase in sales, not only from wholesale and walk up window but also service with complementary parts for the job the techs are working on.

Expenses - expense will be controlled by limiting the amount of eBay listings. Once the inventory issue is

Net Profit - when gross increases net will also increase

Student Name **FRANK PEREZ**

Student Number **328-05**

found ourselves at 23%. Comparing our parts
September than we had in EOM July but we still
stop doing business with us in the 1st quarter of
ckpile of parts.

ment changes where necessary
sale customers to limit the loss of business to

jes Due: 11/3/17
Due:11/10/17
Start 11/3/17
it return Due: 11/10/17

ur ordering process for our wholesale business
the lead in monitoring changes in wholesale

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

Friday which our parts staff will now be a part of.

will also be training our parts manager on how to be made aware of why we are implementing these

obsolete position, reduction in frozen inventory
product mix, increase in parts business from
want to increase their skill set, tweaking our

department that is so often ignored. The pain lies in
who do not see the bigger picture of a more
y will actually work better rather than harder.

ase. As they improve wholesale counter staff will

with parts manager to ensure aging inventory

45 days. Obso position reduction within 45-60

s demand

cost anything since it's being done inhouse.Our



he increase in new business our parts staff will bring in.
o from internal with our counter people being able to upsell
is under control this expense should be minimal

REYNOLDS 2213					GOOD
Stocking Status					WARNING
INVESTMENT					DANGER
	Inventory Value		% of Inventory	Guide	
Normal or Active Stock			#DIV/0!	over 70%	GREAT
Automatic Phase Out			#DIV/0!	Less than 30%	Seldom used
Dealer Phase Out			#DIV/0!	Less than 1%	OK....BUT..
Manual Order			#DIV/0!	Less than 3%	OUCH !!!!!!!!!
Non Stock Part \$'s			#DIV/0!	Less than 5%	YIKES
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

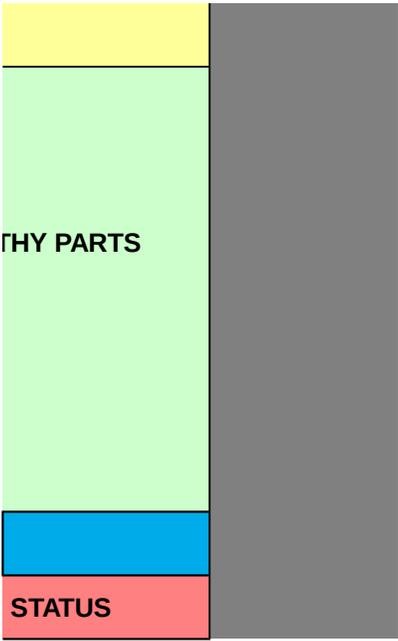
REYNOLDS					NADA
Activity	Value		% of inver	Guide	Notes
Current			#DIV/0!	75%	this is your current and active healthy parts inventory
1-3 Months			#DIV/0!	included	
4-6 Months			#DIV/0!	23%	
7-9 Months			#DIV/0!	2%	65% Will likely become obso
10-12 Months			#DIV/0!	included	85% Will likely become obso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

OBSO POSITION MATH DONE BELOW	
.65 TIMES THE 7-9 MONTH VALUE	\$0
.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!

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STOCK			#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 %	INSTRUCTORS NOTICE
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL O
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!	
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL O
TEN MONTHS AGO				#DIV/0!	#DIV/0!	
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS OUT IS SET AT 0 IN 6
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!	

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!		
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY	
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					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 Activity	Value	% of inver	NADA Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current
3 to 6 Months		#DIV/0!	included	healthy parts invent
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 !!!!!!!!!!

[Black box]

and active
 tory

ne obso	\$0.00
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e obso	\$0.00
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OBSO	\$0
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\$0.00	#DIV/0!
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