

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)? **none**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **N/A**
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? **unknown**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **WTY 30% , CP 50%, WLS 6%, INT 14%**
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? **Policy- Pricing is not to be adjusted without cause, check price override report**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? Pats advisors can change price on ticket. **Permanent changes, by Pts mgr or Director**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Retail for internal Chrysler parts. Set mark up established by Dealer principal**
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? **Recently changed past few months**
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, sit down 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)? [Dealer statement monthly](#)
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? [N/A](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [N/A](#)
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? [N/A](#)
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? [Mandatory in store training. Classroom training is subjective](#)
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? [We offer, but only when asked](#)
16. What would help you sell more accessories? [Boutique for accessories, boutique for clothing merchandise](#)
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? [Quarterly, make sure sales, return, gp, distance, consistency, potential is worth cost of doing business](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [No, nor do I track. One counterperson may be mostly paperwork and warehouse while another is dedicated to counter. As long as every person is pulling their weight and making things profitable and team work](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [Work in progress. Shelves will be organized better, similar parts separated not side by side, in numerical order, perpetual regularly, parts put away immediate.](#)
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? [Track trends, report sale if noticing trends](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Work in progress to correct. SOP slips non existent with DT. Special order location a mess. Not proper ordering techniques.](#)

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? **Not enough return reserve. Communication in quote to order, mis order, mis diagnosis**
23. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? **ARO Guaranteed returns. 1% dealer purchase return. Orders and return out way return reserve.**
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? **8**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Proper inventory management software. DT has things missing and there are integration programs to assist**