





<b>Rate %</b>
<b>69.23%</b>
<b>55.56%</b>
<b>80.00%</b>
<b>70.00%</b>
<b>100.00%</b>
<b>44.44%</b>
<b>#DIV/0!</b>
<b>66.00%</b>



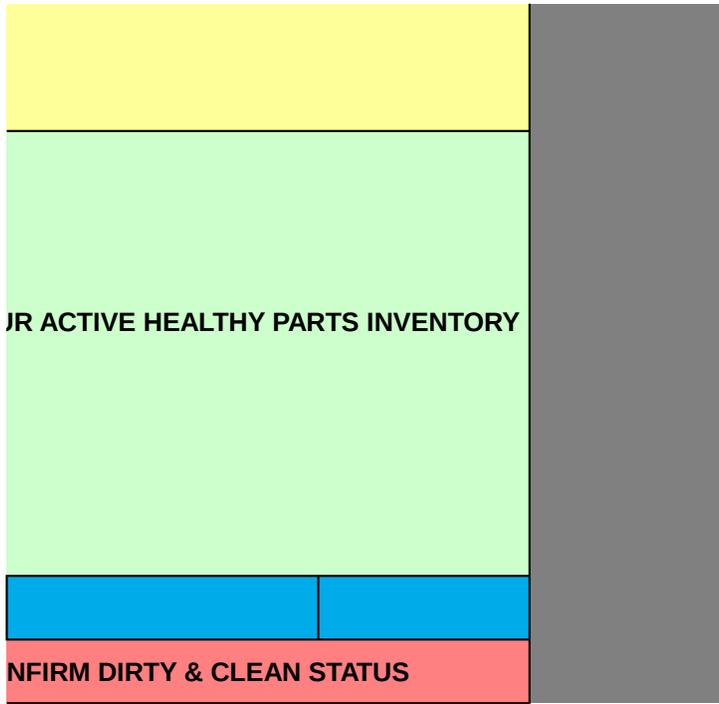
DEALER TRACK STATUS			MONTH OF: October			
			%	0	PIECES	VALUE
ACTIVE PARTS: STOCKED			12.00%	417	755	\$56,927.00
ACTIVE PARTS: EXCESS STO			51.10%	1,348	12,940	241,708.00
ACTIVE PARTS: UNDERSTOCK			0.90%	111	261	4,241.00
ACTIVE PARTS: TO PHASE OU			4.10%	339	2,390	19,515.00
TOTAL ACTIVE PARTS			68.10%	2,215	16,346	###
SUPERCEDED W/ON HAND			1.30%	42	179	6,089.00
INACTIVE W/ON HAND			30.60%	1,069	355	144,936.00
TOTAL INV. TO SELL			100.00%	3,326	20,075	###
CORES ON HAND				20	39	2,868.00
NEG-ON-HAND				12	169	805
TOTAL OF INVENTORY				3,358	19,945	###
PARTS ON OPEN R. O.'S				486	1153	59,180.00
VALUE OF TOTAL INVENTORY				3,844	21,098	###
NOT ON FACTORY MASTER				2,635	5,259	20,236.00
PARTS WITH OUT COST				16	0	0

**INVENTORY AGING BY LAST SOLD**

			VALUE	%	ACUM %
NEVER SOLD			130,132	27.70%	27.70%
ONE YEAR AGO PLUS			2,115	0.50%	28.20%
ELEVEN MONTHS AGO			7,244	8.66%	36.86%
TEN MONTHS AGO			3,580	4.28%	41.14%
NINE MONTHS AGO			9,174	10.96%	52.10%

EIGHT MONTHS AGO		11,054	13.21%	65.31%	THESE PARTS
SEVEN MONTHS AGO		13,924	16.64%	81.95%	
SIX MONTHS AGO		16,741	20.01%	101.95%	THIS IS YOL
FIVE MONTHS AGO		21,185	25.32%	127.27%	
FOUR MONTHS AGO		29,304	35.02%	162.29%	
THREE MONTHS AGO		44,831	53.57%	215.87%	
TWO MONTHS AGO		46,844	55.98%	271.85%	
ONE MONTH AGO		50,027	59.78%	331.63%	
CURRENT MONTH		83,679	100.00%	431.63%	
TOTAL INVENTORY		469,835	431.63%		
CORES WITH ON HAND		2,868			

PROFILES BEST OF CLASS		COLOR
		SCORING
		GOOD
70%		WARNING
LESS THAN 1 %		DANGER
LESS THAN 1 %		GREAT
LESS THAN 30%		Seldom used
		OK....BUT..
LOW DBL NUMBERS		OUCH !!!
LESS THAN 30-35%		
LOW PIECE COUNTS		
LOW DBL NUMBERS		
ONE DAYS AVG SALES		
MINIMAL		
MINIMAL		
INSTRUCTORS NOTES		
THIS IS TECHNICAL OBSO		
THIS IS POTENTIAL OBSO		



**Departmental Action Plan**

Dealership **Mercedes-Benz of Farmington**

Academy Week **Week 2 (Parts)**

Class &

**Current Situation**

**We have had an issue with the return and credit for dirty cores.**

**Overall Objective:**

**Objective is to eliminate the dealership charge backs for non return for dirty c**

**Proposed Timeline**

**The timeline is to not have a core charge for the entirety of Q1. We will implem realized after month's end.**

**Action Plan**

**Describe necessary actions to reach desired result: We changed our DMS to r receiving/reciepting in a returned part. The DMS will ask them to confirm that ASRPRO, the tech must make note that they dropped the part off and with wh goes missing as to who lost it.**

**Requirements**

Meeting with Dealer: 11/1/17

1. Action Proposed: Have my DealerTrack Admin update the DMS to require receipt meeting with my Service Manager and Shop Foreman to make sure they are that part was returned.

Meeting with stakeholder(s) (dealership personnel): 11/2/17

2. Describe what is in place to support desired goal:  
Training / Coaching / ±Consequences related to results / Pain & Gain: Ensure to approve this new feature and train the counter people to get him when we meet with my Service Manager and Shop Foreman to have them train all techs. If a

Accountability: Monitoring progress:

Who: The Service Manager/Shop Foreman/Parts Manager

What: Was it authorized in Parts and was it noted in ASRPro.

3. By When: Must be done for every returned part as of 11/3/17.  
How: Checking DMS and ASRPro for notes/authorization time stamp.

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: We will monitor continuously. We can run a report on dirty cores that have been followed.

5. Estimated cost for implementation: Should be no cost other than the cost of time

Projected Date of Completion:

11/3/17

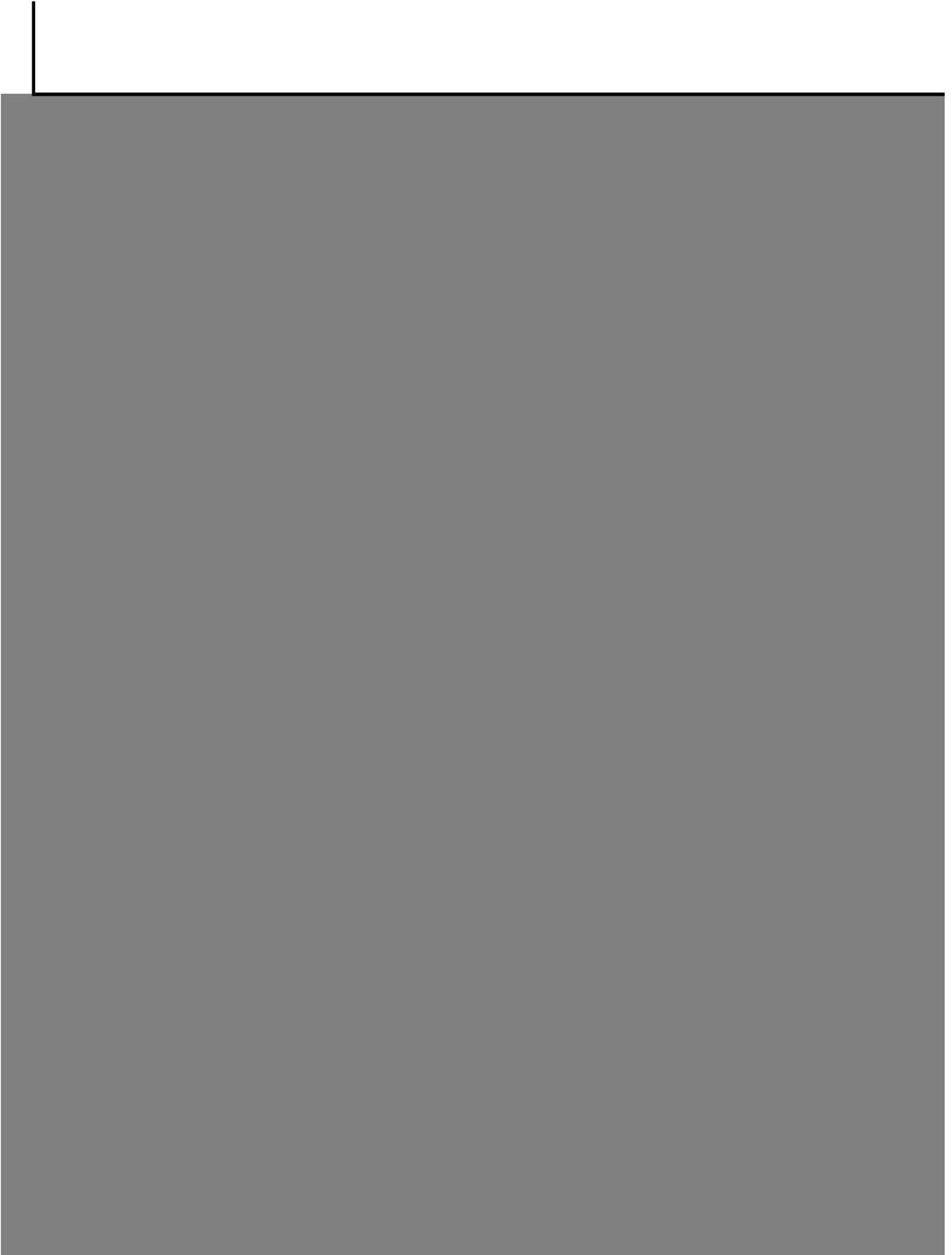
Sponsor Signature: \_\_\_\_\_

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / \*\*\*This will mostly affect net profit and dirty cores due to the parts "getting lost."



Student Name

Student Number

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

cores.

ment a new process, but the results will be

require manager's approval when  
they did indeed receive the part. Also, in  
om. That way, there is no confusion if a part

script of returned/dirty cores. Also, have a training techs to make notes in ASRPro when a

sure that my Parts Manager is familiar with how to have a return to authorize. Next, I want to meet with the manager from parts does not authorize a part

cores weekly to ensure that the process has

time spent training, which should not be much.

I gross. We have had to write off almost \$3k worth of

