

First Time Fill Rate

Volkswagen of Corpus Christi				
DATE	RO'S	1st Time	Same Day	Day
11/7/2017	7	3	1	3
11/8/2017	3	2	0	1
###	6	3	1	2
###	3	3	0	0
###	5	3	1	1
###	7	4	2	1
###	2	2	0	0
###	4	1	1	2
###	5	5	0	0
###	4	1	1	2
###	4	3	0	1
Totals	50	30	7	13



Rate %
42.86%
66.67%
50.00%
100.00%
60.00%
57.14%
100.00%
25.00%
100.00%
25.00%
75.00%
60.00%



OCTOBER PARTS INV

CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
Normal or Active Stock		\$96,024	49.62%	over 70%
Automatic Phase Out		\$47,364	24.47%	Less than 35%
Dealer Phase Out		\$0	0.00%	Less than 1%
Manual Order		\$0	0.00%	Less than 3%
Non Stock Part \$'s		\$50,149	25.91%	Less than 5%
Non Stock Part #'s*		4,589	MEMO	Greater than 70% of PN's
No Phase Out	Not on ADP			NA
Repace by Hold	Not on ADP			NA
Clean Core			0.00%	p/n pieces
Dirty Core			0.00%	
Total Inventory		\$193,537	100.00%	

ADP

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	123,170		64%	ACTIVE INVENTORY at 75%
4-6 Months	18,788		10%	ACTIVE INVENTORY at 23%
7-12 Months	23,556		12%	75% will likely become Obso 2%
Over 12 Months	5,551		3%	Technical Obsolescence 2% is g
New parts no sales	22,471		12%	Minimal Amount
Total Inventory	\$193,537		100%	

COLOR SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK....BUT..

OUCH !!!

OUCH !!!!!

ouch!!!

OBSO POSITION

is guide	.75 TIMES \$		17667.23
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uide	PLUS		5,551
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	PLUS		22,471
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	EQUALS	24%	45689.21
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Departmental Action Plan

Dealership Volkswagen of Corpus Christi

Academy Week Parts Week

Class &

Current Situation

As we found out in week 2 of the NADA Academy, we are not currently tracking. According to the lost sales calculator, we are missing \$2588 per counterman and \$7764 of sales that our Parts department is missing out on per month. During the academy, we were told to track lost sales per the instructors guidance. I found out that all three didn't know (60%, 40%, 50%).

Overall Objective:

Our objective is to identify, and track a lost sale in our Parts department on a

Proposed Timeline

After talking with my sponsor we feel confident that we can complete the action plan on 12/31.

Action Plan

1. Train the countermen on what qualifies as a lost sale and how to track them

Requirements

Meeting with Dealer:

1. Action Proposed: To track lost sales.

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain

3. Accountability: Monitoring progress:
Who: Parts department personnel
What: Lost Sales
By When: 12/31
How: Via DMS, monitored by Parts Manager

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Date(s) for review: Day-to-day review by parts mgr. Weekly review by GM and

5. Estimated cost for implementation: \$0

Projected Date of
Completion:

12/31/17

Sponsor Signature:

Leo Grigg

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

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name

Leo Griggs

Student Number

N329-44

g lost sales in our Parts Department.
over the course of one month. That is a total of
class I sent three lost sale quizzes to my
v how to properly identify what a lost sale is

consistent daily basis.

on plan in 45 days, with our date of completion

1. 2. Properly track lost sales through the DMS.

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

