

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)? **GM PARTS COLLEGE(4 WEEKS)**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **EXCEED CUSTOMER EXPECTATIONS**
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? **NO, NOT MANUALLY. THAT'S WHAT THE DMS IS FOR. 95%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **94%**
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? **OVERRIDE REPORT**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **SERVICE MANAGER CAN DISCOUNT**
7. Are you at Retail pricing for Internal? Who established your internal parts pricing policies? Are they current? **YES, CORPRATE CONTROLS**
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? **YES, IN THE RECENT 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, CDK REPORT**
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)? **YES QUICKSENSE PROGRAM**

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? [MATRIX PRICING REVIED EVERY MONTH](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [ONCE PER MONTH](#)
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? [WE DO NOT](#)
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? [IN.HONDA TRAINING. DONE ONCE A MONTH. IT IS MANDATORY. WE DO NOT DO WEEKLY TRAINING.](#)
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? [YES, ACCESSORY PRICE SHEET THAT WE PRINT OUT FROM THE HONDA IN. IT'S GIVEN TO EVERY CUSTOMER.](#)
16. What would help you sell more accessories? [SPIFF SALESPeOPLE](#)
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? [WE DON'T HAVE W/S CUSTOMER. GOTTEN BURNED TOO MANY TIMES.](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [I DO NOT](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [DAILY BIN COUNTS. END OF MONTH RECONCILIATION](#)
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? [YES, IF WE DON'T HAVE THE PARTS REQUESTED AND IT IS NOT ORDERED, IT IS A LOST SALE.](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [OUR PROCESS IS POOR AND RO SHOULD BE OPEN FOR EVERY SPECIAL ORDERED PART SO THE SERVICE WRITER IS IDENTIFIED. THE REPORT CAN BE RUN DAILY FOR EASY FOLLOW UP.](#)
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? [WE HAVE NOTHING OVER 12 MONTHS. SOP IS OUR PROBLEM.](#)
What is the current dollar value of your obsolescence? [0](#)

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.)? 3 HITS WE ADD THE PART TO STOCK. NO SALES IN 6 MONTHS PARTS GOES TO PHASE OUT AND RETURNED AT 9 MONTHS
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? 9
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? PAY PARTS ASSOCIATES A HIGHER WAGE. WE PAY BELOW AVERAGE.