Part Exercise 1

When the part arrives at the dealership from the parts truck, the part has a shipping label and is matched up to the SOP. Then, the part is logged into the computer by the parts manager. The packing slip is marked and then turned into the clerk for records keep. The parts manager then prints out a copy of the SOP and gives it to the service advisor. The advisor then pulls the open RO from the filling bin where tickets are kept when a vehicle is left overnight for a repair. After the advisor matches up the paperwork, the advisor let's the technician know the part is here to fix vehicle. The part is placed on a SOP shelf until the technician calls for it. The advisor then calls the customer to inform them their part has arrived at the dealership and gives them an approximate time of completion. Once the technician is ready for the job, the advisor hands the ticket to the technician. The technician goes to the parts counter and gives the SOP paperwork to the parts counter employee. While the counter man pulls the part the technician clocks on the job and pulls the vehicle inside and begins removing the items that were ordered. The technician then inspects the part and will in-stall the part. While I followed along, a Radiator Drain Valve Cap was being replaced on a 2019 Ford Fusion, which was covered under warranty in this case. After the part was replaced, the technician put it back into the box it came in and sealed it up. The parts guy put the RO # on the box and the date and the technician's initials. The tech gives the hard card to the counter man and he stamps the back of the RO and initials and dates it and records the base part number. The tech returns to the vehicle and then prepped for a test-drive after the part was replaced. The parts guy returned the parts in the box back into the warranty bins and places it there until the warranty is paid, when it is then sent back to Ford for inspection. The tech returned from his test-drive and clocked off of the job and turned the paperwork back into the advisors. The advisor preps the warranty ticket and then gives it to the Service Manger for final review, where he will then sign off on the completed RO. The advisor then prints a customer copy, warranty copy, service file copy, and the office copy of the completed RO. The advisor then called the customer and let him know that the vehicle was finished. The customer came in later and signed off on the job. The paperwork was given to the warranty administrator for final submission on the OWS website. The RO was scanned and saved for any future review or audits.

Jordan Hale – Class 389

Part Exercise 2

Exercise two I was assigned two sets of shelves to review on the report provided by the parts manager. I was assigned brake pads and brake kits on one and seals caps, and TPMS’s on another. I found 9 different parts that were on the shelf there were not on the inventory sheet. Whenever my parts manager and I first started looking he was not sure why the parts were on there and not on the inventory. 7 of the 9 parts had a name written on a piece of tape, which in our parts department means that it was ordered for a customer. My parts manager then went back and searched each part number with me, and we did in fact have them all listed in stock, but it was under special ordered parts!

I found out that this is just the way that they have done the ordered parts for customers, is put them as special ordered whenever they arrive. These parts have ranged in how long they have been here, and we can assume that none of them will be used for the customers that have their names on the parts. They will be used in the case that someone needs that particular part, since we have it in stock. One fun fact, our parts department has not done inventory in over 20 years according to our manager!!