

My **goal** is to bring our True Turns from 2.6 to NADA guideline of 4-6 True Turns. Our parts stocking weighs too much importance on last year same month sales figures (shown bellow) & poor process of our service BDC not scheduling diagnostic of vehicles immidiatley. We are ordering parts based upon last years repairs. With the introduction of several new models we have an intire new service and part requirements we have never had before.

Report cut and pasted to remove our other dealerships (Date through December 7<sup>th</sup>)

**DAILY FIXED OPERATIONS REI**

		OX CHRYSLER	
TOTAL SERVICE SALES	MTD	\$	40,106.00
	TRK	\$	184,487.00
	MTD	\$	28,080.00
	TRK	\$	129,169.00
C.P. LABOR SALES	MTD	\$	9,555.00
	TRK	\$	43,953.00
REPAIR ORDERS	C		112
	I		153
	W		54
OPEN REPAIR ORDERS			130
FLAG HOURS	C		86.00
	I		208.00
	W		39.10
PARTS SALES	MTD	\$	88,787.00
	TRK	\$	408,422.00
PARTS G.P.	MTD	\$	18,204.00
	TRK	\$	83,738.00
TOTAL FIXED SALES	MTD	\$	128,893.00
	TRK	\$	592,908.00
	2020		596,942.00
TOTAL G.P.	MTD	\$	46,284.00
	TRK	\$	212,907.00
	2020		278,496.00
FSI SCORE	MTD		GREEN

Fixed Gross Profit has been running 25% less than previous year

This can be **measured** by running and reviewing "Turns" found within the FS parts template monthly.

We can **achieve** our goal by having the Parts Manager generate the report every month-end and distribute said report to our service manager. The service manager will sit down with parts manager to discuss emergency purchases and more importantly what type of service we have scheduled in the next 45 days. For Example: We are currently having issues with Uconnect radios and are ordering daily once the vehicle and customer has waited a minimum of 30 days for a service appointment to be told 15 minutes latter it will take 4 months to get a part in. We will see the customer and car immediately explain they are in for diagnostic only and order the part needed if required by Chrysler or stock available units if allowed. This can be performed for a large % of our customers.

The **benefit of achieving our goal** Greater customer and associate satisfaction.

We will implement (**time bound**) when our service manager and parts manager get back in town from Mopar training to discuss with our service BDC manager.