First Time Fill Rate

DEALERSHIP NAME		NADA Motors	rst time fill rate	
DATE	RO'S	1st Time	Same Day	Day
###	7	3	0	4
12/1/2017	8	5	1	2
12/2/2017	6	1	0	5
12/4/2017	8	7	0	1
12/5/2017	8	4	0	2
12/6/2017	10	7	0	3
12/7/2017	10	6	1	1
12/8/2017	3	2	0	2
Totals	60	35	2	20

Rate %
42.86%
62.50%
16.67%
87.50%
50.00%
70.00%
60.00%
66.67%
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!
58.33%

REYNOLDS 2213 Stocking Status INVESTMENT	Inventory Value		% of Inventory	Guide		
Normal or Active Stock			#DIV/0!	over 70%		
Automatic Phase Out			#DIV/0!	Less than 30%		
Dealer Phase Out			#DIV/0!	Less than 1%		
Manual Order			#DIV/0!	Less than 3%		
Non Stock Part $'s			#DIV/0!	Less than 5%		
Non Stock Part #'s*			MEMO	Greater than 70% of PN's		
Core Clean			#DIV/0!	PART #		# PIECES
Core Dirty			#DIV/0!	PART #		# PIECES
Replace by hold RBH			#DIV/0!	PART #	NA	# PIECES
				NA		
Total Inventory	$0		#DIV/0!			

REYNOLDS

Activity	Value		% of inven	NADA Guide	Notes
Current			#DIV/0!	75%	this is your current a
1-3 Months			#DIV/0!	included	healthy parts invento
4-6 Months			#DIV/0!	23%	
7-9 Months			#DIV/0!	2%	65% Will likely become
10-12 Months			#DIV/0!	included	85% Will likely become
13-24 Months			#DIV/0!	0%	Technically Obsolete
25+ months			#DIV/0!	0%	
TOTAL	$0		#DIV/0!		

GOOD
WARNING
DANGER
GREAT
Seldom used
OK….BUT..
OUCH !!!!!!!!!
YIKES

nd active ory			
	OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	$0	
obso	.85 TIMES THE 10-12 MONTH VALUE	$0	
	PLUS THE 13-24 MONTH VALUE	$0	
	PLUS THE 25+ VALUE EQUALS	$0	
	OBSO AS A % OF TOTAL	$ -	#DIV/0!

CDK Stocking Status	Inventory		% of Inventory	Guide
INVESTMENT	Value			
Normal or Active Stock	$618,593		94.51%	over 70%
Automatic Phase Out	$0		0.00%	Less than 35%
Dealer Phase Out	$0		0.00%	Less than 1%
Manual Order	$0		0.00%	Less than 3%
Non Stock Part $'s	$253		0.04%	Less than 5%
Non Stock Part #'s*	15,542	MEMO		Greater than 70% of PN's
No Phase Out Not on ADP				NA
Repace by Hold Not on ADP				NA
Clean Core	$35,715		5.46%	234 411
Dirty Core			0.00%	
Total Inventory	$654,561		100.00%	

ADP

Activity	Value $	% of Invent	%	Notes & Guides
0-3 Months			#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months			#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months			#DIV/0!	75% will likely become Obso 2%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is gu
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory	$0		#DIV/0!	

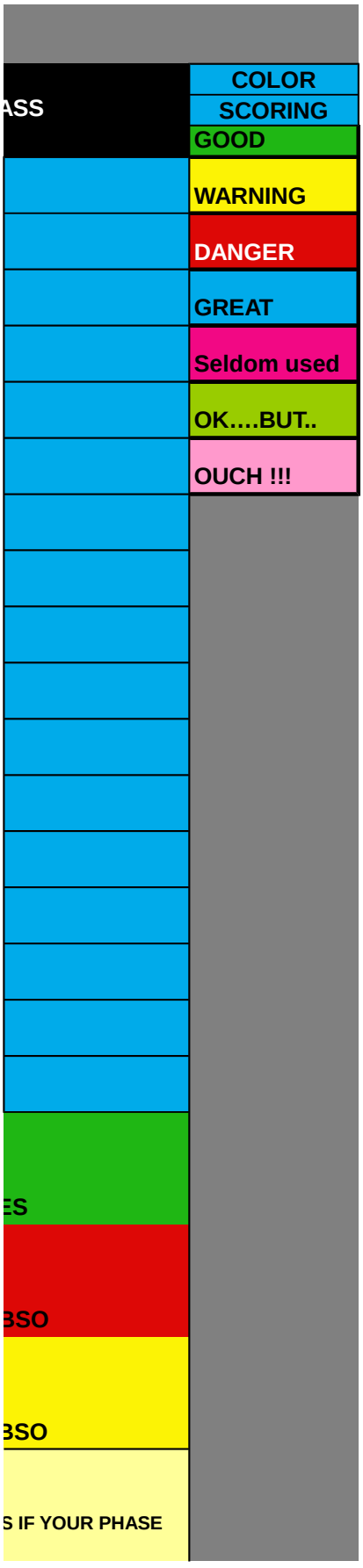
COLOR SCORING
GOOD
WARNING
DANGER
GREAT
Seldom used
OK….BUT..
OUCH !!!
OUCH !!!!!!
ouch!!!

	OBSO POSITION			
is guide	.75 TIMES	$		0
uide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

DEALER TRACK STATUS	MONTH OF: %	0	PIECES	VALUE	PROFILES BEST OF CLA
ACTIVE PARTS: STOCKED	#DIV/0!				70%
ACTIVE PARTS: EXCESS STOC	#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK	#DIV/0!				LESS THAN 1 %
ACTIVE PARTS:TO PHASE OUT	#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS	#DIV/0!				
SUPERCEDED W/ON HAND	#DIV/0!				LOW DBL NUMBERS
INACTIVE W/ON HAND	#DIV/0!				LESS THAN 30-35%
TOTAL INV. TO SELL	#DIV/0!				
CORES ON HAND					LOW PIECE COUNTS
NEG-ON-HAND					LOW DBL NUMBERS
TOTAL OF INVENTORY					
PARTS ON OPEN R. O.'S					ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY					
NOT ON FACTORY MASTER					MINIMAL
PARTS WITH OUT COST					MINIMAL

INVENTORY AGING BY LAST SOLD	VALUE	%	ACUM %	INSTRUCTORS NOTE
NEVER SOLD		#DIV/0!	#DIV/0!	
ONE YEAR AGO PLUS		#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI
ELEVEN MONTHS AGO		#DIV/0!	#DIV/0!	
TEN MONTHS AGO		#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI
NINE MONTHS AGO		#DIV/0!	#DIV/0!	
EIGHT MONTHS AGO		#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS OUT IS SET AT 0 IN 6

SEVEN MONTHS AGO		#DIV/0!	#DIV/0!	
SIX MONTHS AGO		#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO		#DIV/0!	#DIV/0!	
FOUR MONTHS AGO		#DIV/0!	#DIV/0!	
THREE MONTHS AGO		#DIV/0!	#DIV/0!	
TWO MONTHS AGO		#DIV/0!	#DIV/0!	
ONE MONTH AGO		#DIV/0!	#DIV/0!	
CURRENT MONTH		#DIV/0!	#DIV/0!	
TOTAL INVENTORY		#DIV/0!		
CORES WITH ON HAND				CONFIRM DIRTY & CLEAN


ASS
COLOR
SCORING
GOOD
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OK….BUT..
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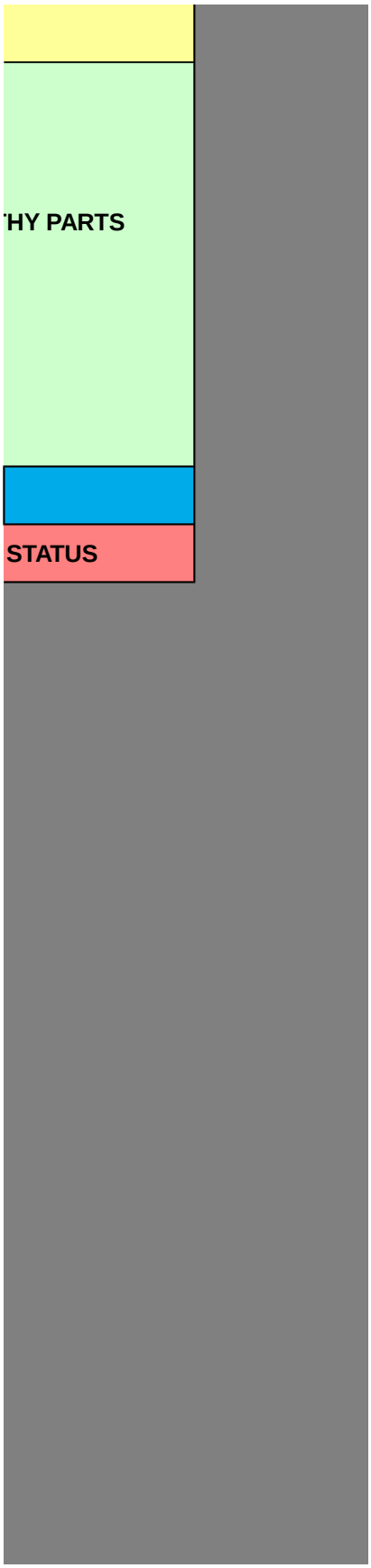
S IF YOUR PHASE


HY PARTS
STATUS

UCS SCORECARD Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part $'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	$0			

UCS

Investment Activity	Value		% of inven	NADA Guide	Notes
Current TO 3 Months			#DIV/0!	75%	this is your current a
3 to 6 Months			#DIV/0!	included	healthy parts inventc
6-9 Months			#DIV/0!	23%	65% Will likely becom
9-12 Months			#DIV/0!	2%	85% Will likely become
12 Months + Over			#DIV/0!	included	This is your Technical
			#DIV/0!		
			#DIV/0!		
TOTAL	$0		#DIV/0!		

GOOD
WARNING
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nd active ory		
e obso	$0.00	
obso	$0.00	
OBSO	$0	
	$0.00	#DIV/0!

Departmental Action Plan

Dealership HEALEY FORD LINCOLN

Academy Week novemeber week 2 **Class &**

Current Situation

Open repair orders that have excessive amounts of parts billed out with poten

Overall Objective:

TO SATISFY CUSTOMERS AND GET CUSTOMERS TO RETURN AND HAVE THE
and
TO GET CUSTOMERS IN AND PARTS INSTALLED SO THE REPAIR ORDERS C

Proposed Timeline

6-8 weeks to get current.

Action Plan

Describe necessary actions to reach desired result:
SPECIAL ORDER CARDS. THIS WILL BE DONE ONCE A WEEK. ANY SPECIAL
THAN 2 WEEKS NEEDS A FOLLOW UP PHONE CALL WITH THE CUSTOMER I
AN APPOINTMENT IF ONE HAS NOT ALREADY DONE SO. IF THE CUSTOMER
ON THE SPECIAL ORDER CARD. IF A CUSTOMER CAN NOT COME IN OR BE
PART WILL BE RETURNED TO FORD MOTOR COMPANY. THE REPAIR ORDER

Requirements

1. Met with the dealer principal and this will be immediately happening with no e

2. Our service manager is on top of it and we wlaso hired Jff Cowan to come in a how to get these customers in the door.

3. Advisors and parts willl get together and solve this. Also will have the BDC ma

4. Every week we will check our SOP report to make sure tickets are being clode

5. Cost just for training buit it wont matter if we get all these SOP done!

Projected Date of Completion: continuing every day **Sponsor Signature:** _____

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

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI /

Student Name Jason Healey

Student Number N330

tial to increase revenue.

EIR VEHICLES SERVICED.

AN BE CLOSED AND PAID FOR.

REVIEW
. ORDER THAT HAS BEEN HERE FOR MORE
MMEDIATELY FROM SERVICE TO SCHEDULE
IS NOT REACHED, IT NEEDS TO BE NOTATED
REACHED IN THE FOLLOWING 3 WEEKS, THE
CAN NOW BE CLOSED.

xcuses from our people.

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

ınd train our people on best practuces and

aking phone calls to stay on top of this.

and we are collecting.