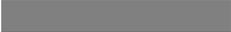


First Time Fill Rate

SPACE COAST HOND	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
12/4/2017	3	3		
12/5/2017	4	4		
12/6/2017	3	2	1	
12/7/2017	3	3		
12/9/2017	4	3	1	
###	4	3		1
###	4	4		
###	3	3		
###	4	4		
###	4	3	1	
###	3	3		
###	3	3		
###	3	3		
###	4	4		
###	2	2		
Totals	51	47	3	1



Rate %
100.00%
100.00%
66.67%
100.00%
75.00%
75.00%
100.00%
100.00%
100.00%
75.00%
100.00%
92.16%



REYNOLDS 2213						
Stocking Status	Inventory Value		% of Inventory	Guide		
INVESTMENT						
Normal or Active Stock	\$156,212		76.33%	over 70%		
Automatic Phase Out	\$25,274		12.35%	Less than 30%		
Dealer Phase Out	\$37		0%	Less than 1%		
Manual Order	\$0		0%	Less than 3%		
Non Stock Part \$'s	\$19,066		9%	Less than 5%		
Non Stock Part #'s*	301		MEMO	Greater than 70% of PN's		
Core Clean	\$3,150		2%	PART #		# PIECES
Core Dirty	\$730		0%	PART #		# PIECES
Replace by hold RBH	\$190		0%	PART #	NA	# PIECES
				NA		
Total Inventory	\$204,659		100%			

REYNOLDS

Activity	Value	% of inver	NADA Guide	Notes
Current	\$109,292	54.43%	75%	this is your current a
1-3 Months	\$61,547	30.65%	included	healthy parts invento
4-6 Months	\$13,705	6.83%	23%	
7-9 Months	\$10,146	5.05%	2%	65% Will likely become
10-12 Months	\$4,873	2.43%	included	85% Will likely become
13-24 Months	\$1,216	0.61%	0%	Technically Obsolete
25+ months	\$0	0.00%	0%	
TOTAL	\$200,779	100.00%		

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

;

and active
ory

OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$6,595
obso	.85 TIMES THE 10-12 MONTH VALUE	\$4,142
e	PLUS THE 13-24 MONTH VALUE	\$1,216
	PLUS THE 25+ VALUE EQUALS	\$0
	OBSO AS A % OF TOTAL	### 5.95%

CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 35%
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
No Phase Out Not on ADP				NA
Repac by Hold Not on ADP				NA
Clean Core			#DIV/0!	p/n pieces
Dirty Core			#DIV/0!	
Total Inventory		\$0	#DIV/0!	

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 g
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

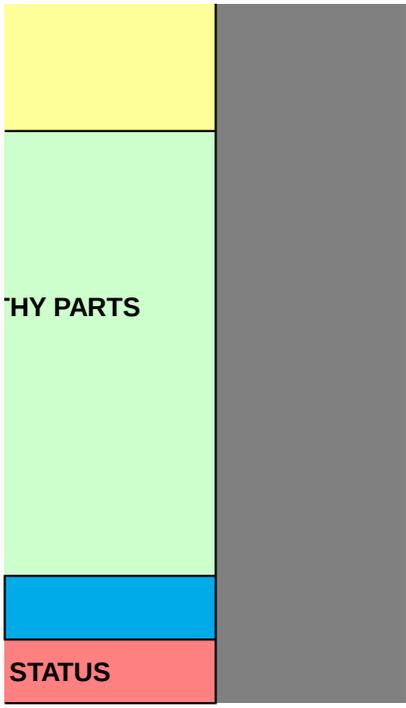
uide PLUS 0

PLUS 0

EQUALS #DIV/0! 0

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STO			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OU			#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 NOTI	
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
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	



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

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!

[Redacted]

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ory

ie obso \$0.00

e obso \$0.00

OBSO \$0

\$0.00

#DIV/0!

Departmental Action Plan

Dealership **SPACE COAST HONDA**

Student Name **John DeMasso**

Academy Week **Week 2 - Fixed Operation - Parts**

Class & Student Number **N-331-06**

Current Situation

Currently we are having an issue with controlled SOP's. During the Takata airbag recall we had an influx of old Honda vehicles that typically do not service with Honda come in for their recall. At the time we noticed certain other items such as belt buckles were needing to be replaced under warranty. Parts were ordered and received quickly. However the challenge given their car back and since they were not regular customers, getting them back in has been a challenge.

Overall Objective:

Our objective has two parts. Our first objective is to install all currently in stock controlled SOP's into the vehicles they were originally ordered for. If we are unable to install them in the original vehicle obtain permission from Honda to switch them to another unit they were assigned to and install in another unit. Part two is to develop a process that eliminates all future surplus obsolete controlled SOP's.

Proposed Timeline

We feel that we can have all current inventory installed within the 30 days provided we still have accurate contact information.

Action Plan

Describe necessary actions to reach desired result: We are going to amend our current control SOP process. Instead of providing only the service advisor with notification that the part has arrived, we are now going to also notify our service BDC of the part arrival. It will be the BDC responsibility to call and schedule the appointment with the customer.

Requirements

1.

Meeting with Dealer: We propose a better process and communication from parts to service to ensure a better customer experience.

2.

**Meeting with stakeholder(s) (dealership personnel):
Keith Kreiner, Jeff Logan, John DeMasso
Describe what is in place to support desired goal: We currently have a BDC in place.
Training / Coaching / ±Consequences related to results / Pain & Gain**

3.

**Accountability: Monitoring progress:
Who: Keith Kreiner
What: Keeping inventory of control SOP's
By When: February 28, 2018
How: By having an accurate inventory count. And communicating with our BDC**

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Weekly starting on January 15, 2018 and every Monday from there.
Date(s) for review: February 1, 2018, February 15, 2018

5. Estimated cost for implementation: \$0

Projected Date of
Completion:

February 28,2018

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

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

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