

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)? **ASE certified, Chrysler Certified, upcoming NCM parts training**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **No. Pep talks every day, go the extra mile**
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. 66.48%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **75%**
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? **All have access, but all have to be turned into parts manager who looks at all of them.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Parts advisor and part manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Internal cost + 30, Corporate said to do this and current, yes.**
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? **We are cost + 6713 We are above retail. ******
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? **Parts weekly prints this out to stay on top of these. Yes, always.**
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, full access to all the numbers!**

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? [We use matrix pricing which is over list. weekly](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [We never did until parts class. Now we always will.](#)
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? [Yes, they go to our parts manager. If out, they get forwarded to her next in line.](#)
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? [Sales training is available through Mopar and it's quarterly.](#)
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? [No but it's gotten better because the sales are now coming over with their customers.](#)
16. What would help you sell more accessories? [A design specialist. Who would do mandatory sales turns on sold customers.](#)
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 did about a month ago and it has increased due to some cutting back on our part](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [No, not yet](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [cycle counts, and parts manager double checks. We don't usually have this problem but our acct office is very open to discussing anything](#)
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. Yes, if you don't sell it or order it, it's a lost sale.](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Getting the service customers back in. Specifically warranty](#)
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? What is the current dollar value of your obsolescence? [Over stock of accessories, they are not pushed like they used to be, and we are a JEEP dealership. \\$78K](#)

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.)? [We've hired a parts consultant, Jerry Roemer, with DCIS. He is currently on month 3 with us.](#)
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? [Understand Mopar policy, it changes and effects our loyalty side.](#)