

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)? **On the job training, and other multiple manufacture training**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Yes**

VISION: Owners Just Do More

Carter Myers Automotive is a company where our employee-owners just do more for each other, do more for our customers, and do more for our communities than ever would be expected. CMA will:

- Do more for our fellow employee-owners to create an inspiring, productive and rewarding career with CMA.
- Do more for our customers to create a fun, efficient and transparent buying, leasing, and servicing experiences.
- Do more for our communities to give back to those who have supported our company and our associates for generations.

By doing more than would ever be expected, CMA will become the most trusted dealership group for all automotive needs and we will help to change the perception of the auto industry in our communities.

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, only by the DMS**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **85%**
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? **With the DMS change pricing is still being adjusted with**

the menu prices. Once this is completed access will be parts manager and 1st counter person

6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? [Parts Manager, Service Director](#)
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? [Yes, parts manager 7 years ago. It changes as the retail prices change](#)
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 a retail state. We are going through it now.](#)
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? [Yes, we do weekly for service and monthly for parts. Parts WIP is my Smart Goal](#)
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)? [Financial statement -no- gross profit is discussed weekly](#)
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? [Pricing is reviewed thought out the month pricing goals are being check weekly](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [1st of every month](#)
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 - Parts manager. They are responded as they come in](#)
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? [Through manufacture we have phone skills, product knowledge training and on the counter training.](#)
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? [Working with our manufacture to implement a new retailer process.](#)

16. What would help you sell more accessories? [Sales person training, a dedicated accessories sales person.](#)
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? [Yes weekly.](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [No \(I will work with the parts manager and share the spread sheet given from this class\)](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [Daily bin checks. End of month +/- report given with total](#)
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 the part is not in stock it is a lost sale](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [This is a one off. All of our parts are pre-paid](#)
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? [Wholesale returns. 262.13 for 13-15 months and over](#)
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.)? [Phase in 2/6 Phase out 2/9](#)
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? [8-9](#)
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? [More space](#)