

First Time Fill Rate

DEALERSHIP NAME	FERRARI OF L	1rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
###	6	3		3
###	5	5		0
###	4	3		1
1/9/2018	8	6		2
1/10/2018	6	5		1
1/11/2018	5	4		1
1/16/2018	5	5		0
1/17/2018	9	7		2
1/18/2018	2	1		1
Totals	50	39	0	11



Rate %
50.00%
100.00%
75.00%
75.00%
83.33%
80.00%
100.00%
77.78%
50.00%
#DIV/0!
78.00%



REYNOLDS 2213				
Stocking Status	Inventory		% of Inventory	Guide
INVESTMENT	Value			
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		\$179,260	GREAT	75.19%	over 70%
Automatic Phase Out		\$34,439	GREAT	14.44%	Less than 35%
Dealer Phase Out		\$117	GREAT	0.05%	Less than 1%
Manual Order		\$883	GREAT	0.37%	Less than 3%
Non Stock Part \$'s		\$23,719	WARNING	9.95%	Less than 5%
Non Stock Part #'s*			OK..BUT	67.50%	Greater than 70% of PN's
No Phase Out Not on ADP					NA
Repape by Hold Not on ADP					NA
Clean Core				0.00%	p/n pieces
Dirty Core				0.00%	
Total Inventory		\$238,418		100.00%	

ADP

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	176,439		74%	ACTIVE INVENTORY at 75%
4-6 Months	18,161		8%	ACTIVE INVENTORY at 23%
7-12 Months	3,827		2%	75% will likely become Obso 2%
Over 12 Months	18,048		8%	Technical Obsolescence 2% is g
New parts no sales	21,943		9%	Minimal Amount
Total Inventory	\$238,420		100%	

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		2870.25
uide	PLUS			18,048
	PLUS			21,943
	EQUALS		18%	42861.25

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
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!	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!	THESE PARTS WILL BE IN A "AP" STATUS: OUT IS SET AT 0 IN 6	
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!		

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

CLASS	COLOR
	SCORING
	GOOD
	WARNING
	DANGER
	GREAT
	Seldom used
	OK....BUT..
	OUCH !!!
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BSO	
S IF YOUR PHASE	



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 inven	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 !!!!!!!!!!



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ory

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obso	\$0.00
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OBSO	\$0
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	\$0.00	#DIV/0!
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Departmental Action Plan

Dealership **FERRARI OF LONG ISLAND**

Academy Week **WEEK 2 - FIXED OPERATIONS - PARTS**

Class & :

Current Situation

FERRARI FACTORY PARTS PURCHASES. PARTS PURCHASE KPI THAT IS VERY AGGRESSIVE. WE HAVE TO MEET THE YEARLY IN ORDER TO BE ELIGIBLE FOR A PARTS PURCHASE BONUS. IF WE OF THE TOTAL PARTS PURCHASED DOLLARS BACK.

Overall Objective:

OBJECTIVE 1: EDUCATE THE STAFF ON THE IMPORTANCE OF MEETING THE OBJECTIVE 2: PURCHASE THE PROPER PARTS MIX SO WE DON'T CAUSE O ISSUE. 3: STAY ON PACE QUARTERLY TO RECEIVE THE YEAR END BONUS.

Proposed Timeline

PROPOSED TIMELINE: EDUCATE THE STAFF WITH THE GOAL AND THE IMPORTANCE OF IT. WEEKLY REVIEW UNTIL THE END OF THE FIRST QUARTER. 3: WEEKLY REVIEW AND QUARTERLY ASSESSMENT TILL THE END OF THE Y

Action Plan

**STEP 1: PERFORM INVENTORY COUNT OF THE CURRENT INVENTORY. MAKI
STEP 2: REVIEW PHASE IN AI
NEEDED
STEP 3: REVIEW FIRST TIME FILL F
IS NOT WORKING.
STEP 4: REVIEW EMERGENCY PURCHASES
STOCKING PROBLEM.
STEP 5: REVIEW PARTS PERSONNEL PAY PL
WE ARE TRYING TO ACCOMPLISH.
STEP 6: AFTER THE PARTS MANAGER AND MYSELF ARE SATISFIED W
WILL DISCUSS THE IDEA OF ACCESSORIZING THE INVENTORY VEHICLES W
PROPERLLY THE ENTIRE DEALERSHIP AND STAFF WILL BENEFIT ALONG W**

Requirements

Meeting with Dealer:

- 1. Action Proposed: PROPOSE THE ABOVE ACTION PLAN TO OWNERSHIP THE**

Meeting with stakeholder(s) (dealership personnel):

Describe what is in place to support desired goal:

Training / Coaching / ±Consequences related to results / Pain & Gain
TRAINING OF THE STAFF WILL TAKE PLACE IN A FEW DIFFERENT FORMS
STAFF HAS ACCESS TO FACTORY ONLINE TRAINING AND ARE REQUIRED TO
WILL ATTEND CLASSROOM TRAINING AS REQUIRED BY THE MANUFACTURER

2. MANAGER AND MYSELF WILL PERFORM ON THE JOB TRAINING BASED ON
ON OUR EXPECTATIONS AND HOW WE PLAN TO ACHIEVE THEM.
BE IN THE FORM OF HAVING TO CHANGE AND LEARN NEW PROCEDURES U
PAIN AND GAIN: THE PAIN W
BUSINESS. THE GAIN WILL BE HIGHER PROFITS AND HIGHER SALERIES AS

Accountability: Monitoring progress:

WHO: FIXED OPERATIONS DIRECTOR AND ALL PARTS STAFF: MONITORED 1
PUBLISHED WEEKLY.

3. WHAT: ORDERING OF CORRECT PARTS AND CORRECT QUANTITIES: MONIT
HAS STARTED WITH A COMPLETION DATE OF 12-31-18
HOW: STARTS WITH "BUY IN" OF THE STAFF. THEN MEASURE OUR RESULT:
ALONG THE WAY TO ACHIEVE THE GOAL

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. DAILY: MONITOR THE SOP PROCESS. MAKE SURE WE HAVE CORRECT PART
REVIEW STOCK ORDER AND PROCESS.
SOP BINS GET WITH SERVICE STAFF AND MAKE SURE APPOINTMENTS ARE
ARE STOCKING THE PROPER ACCESSORIES FOR THE INVENTORY CARS AS
UNUSED PARTS AS PER FACTORY GUIDE LINES

5. INITIAL IMPLEMENTATION COST BASED ON THE AVERAGE NEW CAR SALES
ABOUT \$90,000. HOWEVER THE SALES MANAGER THINKS HE CAN RECOUP
THE ACCESSORIZED UNITS

Projected Date of
Completion:

12-31-18

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

FULL BUY IN AND PROCESS IMPLEMENTATION OUR PARTS SALES WILL INCREASE. HAVING PAY
GOALS ALONG WITH ACCESSORIZING OUR INVENTORY CARS WILL INCREASE PARTS SALES.
INCREASE IN PARTS, SERVICE AND SALES AS A RESULT OF THIS ACTION PLAN. PARTS WILL PR
TO LESS EMERGENCY PURCHASES, SERVICE WILL PROFIT FROM INSTALLING THE PARTS AND S
AND MARKING UP THE ITEMS WE INSTAL ACCORDINGLY

AND MARKING OF THE ITEMS WE INSTALL ACCORDINGLY.

NET WILL INCREASE IN THE PARTS AND SERVICE DEPARTMENT BECAUSE WE HAVE NOT ASSO
PLAN.

BECAUSE WE WILL HAVE THE PROPER PARTS MIX AND A BETTER FIRST TIME FILL RATE RESUL
VEHICLES.

Student Name

Student Number

FERRARI HAS A
NUMBERS THEY PROVIDE QUARTERLY AND
MEET THE CRITERIA THE DEALER GETS 3%

PARTS PURCHASE OBJECTIVE.
URSELVES A FUTURE OBSOLESCENCE
OBJECTIVE

JANUARY 31ST 2018 STEP 1:
MARCH 31ST 2018 STEP 2:
YEAR DECEMBER 31ST 2018 STEP

NEEDED BIN COUNT ADJUSTMENTS.
ND PHASE OUT CRITERIA AND ADJUST AS
RATE AND DISCUSS WITH STAFF WHY IT IS OR
S AND DETERMINE IF WE ARE HAVING A
LANS TO SEE IF THEY ARE INLINE WITH WHAT

WITH THE ABOVE MENTIONED BASICS,WE
WITH OWNERSHIP. IF THIS IS DONE
WITH THE INCREASED PARTS SALES.

N PROPOSE TO THE STAFF

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

DO TAKE IT. 1 ALL
ER. 2 ALL STAFF
OUR TRAINING AND EXPERIENCE. 3 THE PARTS
COACH INTERDEPARTMENTAL STAFF
CONSEQUENCES RELATED TO RESULTS WILL
UNTIL WE ACHIEVE THE GOAL WE WANT.
WE WILL BE LEARNING NEW WAYS OF DOING
A RESULT.

THROUGH OUR FACTORY KPI RESULTS
MONITORED BY BIN COUNTS AND DMS REPORTS.
BY WHEN: THE PROCESS
RESULTS AND MAKE THE NECESSARY CHANGES

ITEMS IN STOCK. WEEKLY:
BI WEEKLY: REVIEW
REORDER POINT SET. MONTHLY: MAKE SURE WE
REVIEW AND DISCUSSED WITH OWNERSHIP. RETURN

SALES OF 450 PER YEAR AT \$200 PER UNIT IS
OUR TARGET. WE WILL COVER THIS COST BY RAISING THE SALE PRICE OF

SALES: WITH
REVENUE PLANS IN PLACE THAT CORRESPOND TO OUR
GROSS: GROSS PROFIT WILL
CONTRIBUTE TO PROFIT FROM THE PARTS SALE AND BETTER GROSS DO
SALES WILL PROFIT BY HAVING NICER CARS TO SELL

