

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, GM TRAINING AND NOW NADA.
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? TIPOTEX CHEVROLET, ONE SPOT SHOP. DRIVEN TO BE THE BEST.
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? NEVER HAVE, we will start daily.
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? 75/25
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? We track overrides daily.
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? All, from labor types to coupons to policy.
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? We have matrix in place and we have internal, customer pay and retail at no lower than list.
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? Yes, 3 yrs ago.
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 review ROOs and counter on our weekly meetings.
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, I have access to print out and review my numbers and page. I compare my numbers to NCM to be at benchmark.

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 have matrix set up. I check if wholesale or tickets are closed to wrong account. I revie NCM for gross %.
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? Never had, but I started and clean parts tab and added tire into rotation.
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? We offer a accessories eStore. Parts manager manages.
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? Parts personnel have GM training, hazmat training and ASE training. Mandatory in all.
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? Yes, we have GM loyalty money and we preload vehicles.
16. What would help you sell more accessories? Have all the sales/ advisors promote when customers come in.
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 do in a monthly manner. We visit customer with donuts or gifts if they purchase \$500 or more.
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? Yes. But it varies on work in progress for Bodyshop and service. They close tickets till end of month.
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? We do bin perpetual monthly. On fast items the parts consultant report it daily if any .
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 is track. We just learn on correct tracking and not recording on RECALL.
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? Advisor not calling customers or total lost on Bodyshop.

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? **Not enough customers coming in after covid. Need to promo more.**
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.)? **I try to get all service lane parts and for vehicle with 5 year range on RIM.**
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? **After the training I understand more of the numbers and piece count.**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Have my staff take the training on NADA ,Icar or other training available.**