

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)? **this is my first formal training**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **we dont**
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? **have never done it**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **42 inside 58 outside. I didn't know prior to class**
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? **there is none**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **service managers only**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **we are at 30% over cost on internal. this was established by our GM**
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 at retail on warranty parts reimbursement which was petitioned for last year**
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? **our controller checks in with both parts and service managers monthly to make sure WIP is current**
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)? **All of these are provided but not discussed with office of GM**

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? **prices are price shopped with other local dealers to make sure were in line with others**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **monthly**
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 have 4 people procession online orders daily to ensure they are done quickly**
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? **only OEM training which isnt mandatory**
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? **we are supposed to in the sales dept but not sure if this is always happening**
16. What would help you sell more accessories? **Make sure all customers see the accessories available for their vehicle**
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**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **not prior to class**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **We invoice writeoffs and bill to policy if needed**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **no**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **customer contact and follow ups**
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? **about 70k mostly non returnable items**
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.)? **3/6 and NS 9 months**

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? **7**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively?**more training**