

## First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

0



Rate %
#DIV/0!



## First Time Fill Rate

<b>DEALERSHIP NAME</b>		<b>Kawartha Chrysler</b>
<b>DATE</b>	<b># OF RO'S</b>	<b>RO's Filled 1st Time</b>
<b>4/1/2018</b>	<b>2</b>	<b>2</b>
<b>5/1/2018</b>	<b>1</b>	<b>1</b>
<b>6/1/2018</b>	<b>4</b>	<b>0</b>
<b>7/1/2018</b>	<b>2</b>	<b>2</b>
<b>8/1/2018</b>	<b>3</b>	<b>3</b>
<b>9/1/2018</b>	<b>5</b>	<b>5</b>
<b>11/12/2018</b>	<b>7</b>	<b>7</b>
<b>12/14/2018</b>	<b>1</b>	<b>1</b>
<b>12/18/2018</b>	<b>2</b>	<b>2</b>
<b>12/19/2018</b>	<b>1</b>	<b>1</b>
<b>12/22/2018</b>	<b>4</b>	<b>4</b>
<b>01/22/2018</b>	<b>3</b>	<b>0</b>
<b>01/25/2018</b>	<b>6</b>	<b>6</b>
<b>01/26/2018</b>	<b>5</b>	<b>5</b>
<b>01/31/2018</b>	<b>4</b>	<b>4</b>
<b>Totals</b>	<b>50</b>	<b>43</b>

<b>First time fill rate</b>		
<b>RO's Filled Same Day</b>	<b>RO's Not Filled Same Day</b>	<b>Actual 1st Time Fill Rate</b>
2	0	100.00%
1	0	100.00%
0	1	0.00%
2	0	100.00%
3	0	100.00%
5	0	100.00%
7	0	100.00%
1	0	100.00%
2	0	100.00%
1	0	100.00%
4	0	100.00%
0	1	0.00%
6	0	100.00%
5	0	100.00%
4	0	100.00%
43	2	86.00%

REYNOLDS 2213				
Stocking Status	Inventory Value		% of Inventory	Guide
INVESTMENT				
Normal or Active Stock	\$2,458,695		70.37%	over 70%
Automatic Phase Out	\$99,186		2.84%	Less than 30%
Dealer Phase Out	\$0		0%	Less than 1%
Manual Order	\$0		0%	Less than 3%
Non Stock Part \$'s	\$927,651		27%	Less than 5%
Non Stock Part #'s*	434		MEMO	Greater than 70% of PN's
Core Clean	\$6,179		0%	PART # # PIECES
Core Dirty	\$2,256		0%	PART # # PIECES
Replace by hold RBH			0%	PART # NA # PIECES
				NA
Total Inventory	\$3,493,967		100%	

REYNOLDS

Activity	Value		% of inventory	NADA Guide	Notes
Current	\$332,038		45.49%	75%	this is your current a
1-3 Months	\$202,943		27.81%	included	healthy parts inventc
4-6 Months	\$60,059		8.23%	23%	
7-9 Months	\$37,650		5.16%	2%	65% Will likely become
10-12 Months	\$62,141		8.51%	included	85% Will likely become
13-24 Months	\$30,918		4.24%	0%	Technically Obsolete
25+ months	\$4,099		0.56%	0%	
TOTAL	\$729,847		100.00%		

GOOD
WARNING
DANGER
GREAT
Seldom used
OK....BUT..
OUCH !!!!!!!!!!!
YIKES

nd active			
ory			
	<b>OBSO POSITION MATH DONE BELOW</b>		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$24,472	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$52,820	
	PLUS THE 13-24 MONTH VALUE	\$30,918	
	PLUS THE 25+ VALUE EQUALS	\$4,099	
	<b>OBSO AS A % OF TOTAL</b>	<b>\$ 112,309.02</b>	<b>15.39%</b>

## Departmental Action Plan

Dealership **Kawartha Chrysler**

Academy Week **Fixed Operations - Parts (January 27th-December 1st)** Class & I

### Current Situation

Overall, our Parts Department is very effective when it comes to problem solving; however, there is a communication issue. Parts Employees are not only unable to communicate to each other; but they are also unable to serve Parts Department customers. Often times, Parts Advisors or counter people do not notice a customer standing at the counter, directly in front of them. This is not only a problem for the customer that they are not valued or are less important than whatever is on their computer. On the other hand, for one Parts Advisor; but due to the lack of communication- there are often points in time where customers are not being served.

### Overall Objective:

Our objective is to ensure that our Parts Department employees are better able to communicate with each other in a positive and effective communication. Customers should be approached in a timely and professional manner by an important person in the Parts Department. I believe that ensuring that employees are not sitting at the counter will ensure that customers are being served at the exact moment they need them.

### Proposed Timeline

Ideally, I would like to have the phone training be done over the course of about a month. After the training, employees will take what they have learned and put it into practice. With regards to the buzzer system, we aim to have it implemented by March 1st, 2018. Finally, the re-construction and re-designing of the Parts counter seem like a long deadline; however, the Parts Department must ensure that the counter is completed by an increase in sales. Effective communication and faster service times will ensure that customers are more likely to want to purchase Parts from our Department if they are served by someone who is professional and knowledgeable.

### Action Plan

**Describe necessary actions to reach desired result:** The first step is to speak to the Dealer Principal to discuss the current situation and the proposed actions.

### Requirements

**Meeting with Dealer:** Friday, February 9th, 2018

1. **Action Proposed:** At this point, I will be speaking to the Dealer Principal so that he can be made aware of the current situation having in the Parts Department. These issues will not be surprising for him as he just runs the Parts Department, first hand.

**Meeting with stakeholder(s) (dealership personnel):** Monday, February 19th, 2018

2. Describe what is in place to support desired goal: With the support of the Dealer Principal, the expansion of the Parts counter will allow us to seat one or two of our Parts counter people waiting to be served. I am also going to suggest that we include phone training as a technique. It has become apparent that our Parts Advisors and counter people are

**Accountability:** The entire Parts Department will be held accountable for making the expansion a reality. Zand is going to be monitoring the daily, weekly, and monthly progress.

3. **Who:** These changes are going to impact each member of the Parts Department, both Parts Advisors and Parts counter people.

**What:** The changes that are going to be made will directly influence communication through the buzzer system so that Parts Advisors will be made aware of a customer presence in the Parts counter. The re-construction of the Parts counter will ensure that there is one counterperson directly

**Describe checkpoints that have been established to measure progress:** I will track progress on a weekly basis to measure the time that it takes for a customer to be served. I will also track progress on a monthly basis to hear how customers are being spoken to, first-hand. As far as monthly sales are concerned, however; a dramatic change such as a change in Parts Advisor communication- however; a dramatic change such as a change in Parts Advisor communication will increase sales on an incremental level.

5. **Estimated cost for implementation:** Due to the fact that there are three facets of the project, the cost is estimated to be \$10,000.

**Projected Date of Completion:**

June 1st, 2018

**Sponsor Signature:** \_\_\_\_\_

**Evaluation of Results: Include measured results. (± Metrics)**

**Impact Areas:** The areas that should be impacted by these changes are sales, expenses, and net profit. Sales will be impacted due to the fact that we are increasing the number of people at the Parts counter, the buzzer system, and the phone training. Expenses will also be impacted due to the fact that we are increasing the number of people at the Parts counter, the buzzer system, and the phone training.

Student Name **Natalie Jade Zand**

Student Number **331-33**

However, communication has always been a large part of our business. We are ineffective when trying to communicate and are so focussed on their computers that they fail to be professional, but it makes our customers feel that our technicians are currently being served by only one person a day where only one Parts Advisor is in the

serve customers, and their colleagues through a professional manner; and should feel that they are the most professional Parts counter because having a Parts employee present that they walk into the Parts Department.

month. This will allow for the Parts Advisors to really serve them, I would like to have that system implemented and should be done by June 1st, 2018. This may be one of the Parts counter re-design will be outweighed by the fact that customers feel valued and they will be more attentive and polite.

the Dealer Principal about the re-modelling of the Parts

is aware of the communication issues that we are currently experiencing. We have experienced the communication issues in the

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

18

ncipal, we are planning to expand the Parts directly in front of where the customers will be means of developing our communication ~~not always friendly and approachable which can~~

ese changes. **Monitoring progress:** Natalie

ut it will have the most impact or effect on the

in the Parts Department. We will be implenting a nmediately; even if they are not at their desks. The ~~ctly in front of the customers at all times. Finally~~

**be frequenting the Parts Department on a ill also be calling the Dealership on a daily y checkpoints; it is difficult to measure sor demeanour and shorter wait times should**

phases to solving this communication issue; the buz

Sales and net profit should be apparent via the changes in are going to be allocating \$8,000.00 towards to remodelling of























