

## First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
###	13	13	0	0
###	20	17	0	3
###	17	12	0	5
###	40	27	0	13
###	2	2	0	0
###	27	19	0	8
###	5	5	0	0
###	31	29	0	2
###	11	7	0	4
###	8	8	0	0
###	26	17	3	6
1/15/2018	10	8	1	1
1/22/2018	6	6	0	0
1/23/2018	13	11	2	0
1/23/2018	4	4	0	0
<b>Totals</b>	<b>233</b>	<b>185</b>	<b>6</b>	<b>42</b>



<b>Rate %</b>
<b>100.00%</b>
<b>85.00%</b>
<b>70.59%</b>
<b>67.50%</b>
<b>100.00%</b>
<b>70.37%</b>
<b>100.00%</b>
<b>93.55%</b>
<b>63.64%</b>
<b>100.00%</b>
<b>65.38%</b>
<b>80.00%</b>
<b>100.00%</b>
<b>84.62%</b>
<b>100.00%</b>
<b>79.40%</b>



## Departmental Action Plan

Dealership **SMART MOTORS**

Academy Week **WEEK 2: PARTS**

Class & I

### Current Situation

We are currently not tracking lost sales in our parts department. I have recent our parts and service employees to be able to understand the definition; how which department will be tracking each lost sale. Most of the time, the Service customer, but will not relay the message onto parts for them to mark it as a lo

### Overall Objective:

My plan is to come up with a new process in order to have sufficient commun employees. I would like to go from having roughly 87 lost sales from last mon

### Proposed Timeline

I anticipate this process to take between 60-90 days to implement. I would like mark at the latest.

### Action Plan

In order to start my plan, I will need to meet with the ASM, Service, and Parts M

### Requirements

Meeting with Dealer: 2/2/18

1. Action Proposed: To fix the communication between the ASMs and the Parts e

Meeting with stakeholder(s) (dealership personnel): 2/19/18 (future meeting)

2. Describe what is in place to support desired goal: We currently do not have a need to implement a new process to track accountability. This will need some Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

Who: Parts employees/ ASMs

What: To be able to have communication between departments about Lost Sales

3. By When: 90 days (5/20/18)

How: By using my lost sale flow chart and meeting with related managers to discuss between departments

Describe checkpoints that have been established to measure progress: This will be the manager of each department keep track with a progress report on lost sales

4. Daily / Weekly / Bi-weekly / Monthly /

Date(s) for review: 2/19/18

5. Estimated cost for implementation: No Cost

Projected Date of Completion:

May 20, 2018

Sponsor Signature:

See Sponsor

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / This plan will be impacting all areas expect like to hopefully see inventory in parts increase, an increase in sales from 1 million to 1 million and lead to an increase in net profit. By increasing net profit, I would hope that this will also help our CSI 91.5 (above region average).

Student Name HANNAH SMART

Student Number N331-24

ly created a "lost sales flowchart" in order for  
ever, we still do not have a process in place for  
: Writer will be communicating with the  
st sale.

ication between our ASMs and our Parts  
th to the NADA guide of 1200. 72%- 75%

: to see this plan put in place by the 90 day

Managers to establish a method of communicati

:employees on the topic of Lost Sales

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

ny processes in place, which is why we will coaching from service and parts staff.

les

etermine a process on communication

will start out as a daily checkpoint. I will have es.

sor Verification Form

cept for expenses. By implementing this plan, I would 12, leading to an increase in gross, which will in turn SI scores go from our current score of 90 to a score of

PBS SCORECARD					GOOD
Stocking Status	Inventory		% of Inventory	Guide	WARNING
INVESTMENT	Value				DANGER
Stock Parts	\$352,909		73.49%	over 70%	GREAT
Automatic Phase Out	\$92		0.02%	Less than 30%	Seldom us
			0%		OK....BUT
Manual Order	\$24,487		5%	Less than 3%	OUCH !!!!!
Test Part \$'s	\$96,662		20%	Less than 5%	YIKES
Test Part #'s*	1627			Greater than 70% of PN's	
Core Parts	\$3,560		1%	pn	pieces
Core Dirty	\$0		0%	pn	pieces
Superseded Parts	\$2,511		1%	pn	NA pieces
				NA	
Total Inventory	\$480,221		100%		

Activity	Value	% of inven	NADA Guide	Notes
Current	\$230,912	59.78%	75%	this is your current and active healthy parts inventory
1-3 Months	\$95,945	24.84%	included	
4-6 Months	\$24,144	6.25%	23%	
7-9 Months	\$14,285	3.70%	2%	65% Will likely become obso
10-12 Months	\$2,036	0.53%	included	85% Will likely become obso
13-24 Months	\$7,908	2.05%	0%	Technically Obsolete
25+ months	\$11,055	2.86%	0%	
TOTAL	\$386,285	100.00%		
<b>CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat</b>				
OBSO POSITION (LINES 23-26 FROM ABOVE)				Fail
NEG-ON-HAND (MINUS-ON-HAND)				Fail
CLEAN CORE				Pass
DIRTY CORE				Pass
LOST SALES CALCULATOR VS. ACTUAL				Fail
AVERAGE STOCK ORDER (NEEDED FOR FS TEMPLATE TRUE TURN CALCULATION)				Pass
MONTHS SUPPLY (FS TEMPLATE)				Pass
GROSS (TOTAL) TURNS (from your FS Template)				Pass
TRUE (STOCK) TURNS (from your FS Template)				Pass
FTFR (FIRST TIME FILL RATE) (from your parts class homework assignment)				Fail

sed  
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!!!!

OBSS POSITION MATH DONE BELOW	
.65 TIMES THE 7-9 MONTH VAL	\$9,285
.85 TIMES THE 10-12 MONTH V	\$1,731
PLUS THE 13-24 MONTH VALU	\$7,908
PLUS THE 25+ VALU EQUALS	\$11,055
OBSS AS A % OF TOTAL	### 7.76%