

- What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)?

OEM training with both Subaru and Chrysler Jeep Dodge Ram

- Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?

This is a work in progress

- 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?

Not manually, only through our DMS and we are currently at 84%

- What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?

70% inside / 30% outside

- 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?

Cost is locked and pricing is set by the manager

- Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?

Parts and Service manager

- Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?

Yes, we charge retail for Internal / Parts Manager / Yes everything is current

- 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, and we put in last month

- 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 / Yes / Can be messy because of back-order parts or cars not physically here to complete repair

- 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)?

Doc is reviewed every other day

- What is your retail pricing strategy for your Parts department? How often do you check to see whether your pricing goals are being achieved?

45% profit and we round up to .99 except on wholesale and we check this weekly

- How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?

Monthly

- 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?

Yes / All parts personnel receive and respond to the inquiries

- What sales training is available to Parts personnel? If training is available, is it mandatory? How often are sales skills assessed, tested, and refreshed?

No training at the moment, but we are going to be doing phone training on handling incoming calls

- 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 do not because we were working out of trailers for a year, but we will be putting something together

- What would help you sell more accessories?

Better pricing, better availability, fighting aftermarket pricing

- 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, and this is done monthly

- Do you know how much each of your Parts salespeople must sell each day just to breakeven?

Yes, by gross

- What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?

Bin counts are done every other week. They are not addressed to the office.

- Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?

Not fully / No / Everything we price out and don't sell

- What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up?

The biggest obstacle is not setting proper expectation of time it takes to arrive

- 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?

Wholesale / \$19000

- 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 out of 6 or have been in for 9 months averaging 3 per month / ARO

- 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?

- What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively?

More staff