

## First Time Fill Rate

DEALERSHIP NAME	Kundert Volvrst time fill rate				
DATE	RO'S	1st Time	Same Day	Day	Rate %
2/8/2018	7	6	0	1	85.71%
2/9/2018	5	3	2	0	60.00%
2/10/2018	7	7	0	0	100.00%
2/13/2018	3	1	1	1	33.33%
2/15/2018	8	5	1	2	62.50%
2/16/2018	10	7	0	3	70.00%
2/17/2018	3	2	0	1	66.67%
2/19/2018	7	5	1	1	71.43%
					#DIV/0!
<b>Totals</b>	<b>50</b>	<b>36</b>	<b>5</b>	<b>9</b>	<b>72.00%</b>

CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT	Value			
Normal or Active Stock	\$110,364		48.06%	over 70%
Automatic Phase Out	\$44,360		19.32%	Less than 35%
Dealer Phase Out	\$6,930		3.02%	Less than 1%
Manual Order	\$2,856		1.24%	Less than 3%
Non Stock Part \$'s	\$60,618		26.40%	Less than 5%
Non Stock Part #'s*	3,720	MEMO	58.96%	Greater than 70% of PN's
No Phase Out	Not on ADP			NA
Repape by Hold	Not on ADP			NA
Clean Core	\$4,520		1.97%	p/n pieces
Dirty Core			0.00%	
<b>Total Inventory</b>	<b>\$229,648</b>		<b>100.00%</b>	

#### ADP

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	109,236	48.52%	49%	ACTIVE INVENTORY at 75%
4-6 Months	19,375	8.60%	9%	ACTIVE INVENTORY at 23%
7-12 Months	27,824	12.35%	12%	75% will likely become Obso 2%
Over 12 Months	37,777	16.78%	17%	Technical Obsolescence 2% is g
New parts no sales	30,915	13.73%	14%	Minimal Amount
<b>Total Inventory</b>	<b>\$225,127</b>	<b>100.00%</b>	<b>100%</b>	

<b>COLOR SCORING</b>				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
<b>OBSO POSITION</b>				
is guide	.75 TIMES	\$		20868
uide	PLUS			37,777
	PLUS			30,915
	EQUALS		40%	89560

## Departmental Action Plan

Dealership

Academy Week

Class & I

### Current Situation

Large number of open SORs, with no one knowing how they are going to get r the customers back in. Advisors say they do not even get notified when the pa customers.

### Overall Objective:

To implement an SOR process and follow it. This should definitely help clear c business and also possibly help a large obso problem we have as well. My ob month old.

### Proposed Timeline

We are currently going through a buy sell for one of our dealerships, so once service BDC rep start handling SOR follow up. We should have the process up control by the March 31st

### Action Plan

Describe necessary actions to reach desired result: 1 - Train the service BDC Have them book follow up appointments to have SOR installs 3 - Let the servi SOR and incorporate in into pay plans.

### Requirements

Meeting with Dealer:

1. Action Proposed: Give the service BDC rep the task of following up and gettin purpose of this would be to help cut down open SOR times, increase service l longer run

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: We are going to train/coach will need to make the follow up calls. Have them book the appts as well. We w Every month the oldest SOR is less then 30 days the service BDC rep will ree qualify.

Accountability: Monitoring progress:

Who: Me

What:I will run the open SOR report at the end of every month to make sure th

3. By When: March 31st

How:Giving the resposibility to our BDC department to follow up and schedul

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: The check will be at the end of every month.

5. Estimated cost for implementation: this implementation should not cost any a process to an employee that is already here.

Projected Date of Completion:

March 31st for all new SORs to be up to date. Correcting older SORs may take a little longer

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

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name

Student Number  not sure number maybe 02

resolved. Parts thinks the advisors are getting parts arrived and they think parts is calling the

put open SORs faster, increase service objective will to be have no open SORs over a

that closes (March 1st) we will have the job and running and have the SORs under

rep where to look for open SORs in CDK. 2 - ce dept know there is a 30 day max life of an

ing customers back in to install SOR parts. The business and hopefully reduce OBSO in the

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

the service BDC rep how to find the info they  
will implement a 30 day max open SOR policy.  
give a bonus. If any are older they will nto

the oldest SOR is no more the 30 days old  
the appts to installs SOR parts

additional money. It is more of a shift in