

## First Time Fill Rate

D'ARCY BUICK GMC	NADA Motors	rst time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
1/2/2018	20		19	1	0.00%
1/3/2018	31		26	5	0.00%
1/4/2018	19		15	4	0.00%
1/5/2018	11		11	0	0.00%
1/6/2018	6		5	1	0.00%
1/8/2018	40		35	5	0.00%
1/9/2018	20		18	2	0.00%
1/10/2018	28		25	3	0.00%
1/11/2018	17		14	3	0.00%
1/12/2018	25		22	3	0.00%
1/15/2018	14		13	1	0.00%
1/16/2018	36		34	2	0.00%
1/17/2018	14		13	1	0.00%
1/18/2018	23		22	1	0.00%
1/19/2018	23		20	3	0.00%
<b>Totals</b>	<b>327</b>	<b>0</b>	<b>292</b>	<b>35</b>	<b>0.00%</b>

REYNOLDS 2213				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
INVESTMENT	Value			DANGER
Normal or Active Stock	\$114,762	45.44%	over 70%	GREAT
Automatic Phase Out	\$30,027	11.89%	Less than 30%	Seldom used
Dealer Phase Out	\$0	0%	Less than 1%	OK....BUT..
Manual Order	\$6,532	3%	Less than 3%	OUCH !!!!!!!!!!!
Non Stock Part \$'s	\$76,278	30%	Less than 5%	YIKES
Non Stock Part #'s*	597	MEMO	Greater than 70% of PN's	
Core Clean	\$6,405	3%	PART #	# PIECES
Core Dirty	\$17,927	7%	PART #	# PIECES
Replace by hold RBH	\$615	0%	PART #	NA # PIECES
			NA	
Total Inventory	\$252,546	100%		

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes		
Current	\$109,487	38.98%	75%	this is your current and active		
1-3 Months	\$73,230	26.07%	included	healthy parts inventory		
4-6 Months	\$37,306	13.28%	23%		OBOSO POSITION MATH DONE BELOW	
7-9 Months	\$18,973	6.75%	2%	65% Will likely become obso	.65 TIMES THE 7-9 MONTH VALUE	\$12,333
10-12 Months	\$15,025	5.35%	included	85% Will likely become obso	.85 TIMES THE 10-12 MONTH VALUE	\$12,771
13-24 Months	\$23,665	8.42%	0%	Technically Obsolete	PLUS THE 13-24 MONTH VALUE	\$23,665
25+ months	\$3,223	1.15%	0%		PLUS THE 25+ VALUE EQUALS	\$3,223
TOTAL	\$280,908	100.00%			OBOSO AS A % OF TOTAL	### 18.51%

CDK Stocking Status				Inventory	% of Inventory	Guide	COLOR SCORING	
INVESTMENT				Value				
Normal or Active Stock					#DIV/0!	over 70%	GOOD	
Automatic Phase Out					#DIV/0!	Less than 35%	WARNING	
Dealer Phase Out					#DIV/0!	Less than 1%	DANGER	
Manual Order					#DIV/0!	Less than 3%	GREAT	
Non Stock Part \$'s					#DIV/0!	Less than 5%	Seldom used	
Non Stock Part #'s*				MEMO		Greater than 70% of PN's	OK....BUT..	
No Phase Out Not on ADP						NA	OUCH !!!	
Repace by Hold Not on ADP						NA		
Clean Core				#DIV/0!	p/n	pieces	OUCH !!!!!	
Dirty Core				#DIV/0!				
Total Inventory					#DIV/0!		ouch!!!	
ADP								
Activity		% of Invent	%	Notes & Guides				
0-3 Months			#DIV/0!	ACTIVE INVENTORY at 75%				
4-6 Months			#DIV/0!	ACTIVE INVENTORY at 23%				OBSO POSITION
7-12 Months			#DIV/0!	75% will likely become Obso 2% is guide			.75 TIMES \$	0
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is guide			PLUS	0
New parts no sales			#DIV/0!	Minimal Amount			PLUS	0
Total Inventory			#DIV/0!				EQUALS	#DIV/0! 0

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS		COLOR
			%	0	PIECES	VALUE		SCORING
								GOOD
ACTIVE PARTS: STOCKED			#DIV/0!				70%	WARNING
ACTIVE PARTS: EXCESS STOC			#DIV/0!				LESS THAN 1 %	DANGER
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %	GREAT
ACTIVE PARTS: TO PHASE OUT			#DIV/0!				LESS THAN 30%	Seldom used
TOTAL ACTIVE PARTS			#DIV/0!					OK...BUT..
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS	OUCH !!!
INACTIVE W/ON HAND			#DIV/0!				LESS THAN 30-35%	
TOTAL INV. TO SELL			#DIV/0!					
CORES ON HAND							LOW PIECE COUNTS	
NEG-ON-HAND							LOW DBL NUMBERS	
TOTAL OF INVENTORY								
PARTS ON OPEN R. O.'S							ONE DAYS AVG SALES	
VALUE OF TOTAL INVENTORY								
NOT ON FACTORY MASTER							MINIMAL	
PARTS WITH OUT COST							MINIMAL	
<b>INVENTORY AGING BY LAST SOLD</b>								
			VALUE	%	ACUM %	<b>INSTRUCTORS NOTES</b>		
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OBSO		
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!			
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OBSO		
TEN MONTHS AGO				#DIV/0!	#DIV/0!			
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS IF YOUR PHASE OUT IS SET AT 0 IN 6		
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!			
SEVEN MONTHS AGO				#DIV/0!	#DIV/0!			
SIX MONTHS AGO				#DIV/0!	#DIV/0!			
FIVE MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALTHY PARTS INVENTORY		
FOUR MONTHS AGO				#DIV/0!	#DIV/0!			
THREE MONTHS AGO				#DIV/0!	#DIV/0!			
TWO MONTHS AGO				#DIV/0!	#DIV/0!			
ONE MONTH AGO				#DIV/0!	#DIV/0!			
CURRENT MONTH				#DIV/0!	#DIV/0!			
TOTAL INVENTORY				#DIV/0!				
CORES WITH ON HAND						CONFIRM DIRTY & CLEAN STATUS		

UCS SCORECARD				GOOD
Stocking Status	Inventory	% of Inventory	Guide	WARNING
Observations	Value			DANGER
Active Stock (0-6 month activity)			over 70%	GREAT
Zero Guide (Auto Phase out)			Less than 35%	Seldom used
No bin Location Parts			Less than 1%	OK...BUT..
Manual Order Review			Less than 3%	OUCH !!!!!!!!
No Match (Non Stock Part \$'s)			Less than 5%	
Total Watch #'s (N/ Stock Part #'s)			Greater than 70% of PN's	
Clean Core				
Dirty Core			Are controls in place?	
Extra Lines			NA	
Extra Lines			NA	
Total Inventory	\$0			

UCS

Investment		NADA			
Activity	Value	% of inven	Guide	Notes	
Current TO 3 Months		#DIV/0!	75%	this is your current and active healthy parts inventory	
3 to 6 Months		#DIV/0!	included		
6-9 Months		#DIV/0!	23%	65% Will likely become obso	\$0.00
9-12 Months		#DIV/0!	2%	85% Will likely become obso	\$0.00
12 Months + Over		#DIV/0!	included	This is your Technical OBSO	\$0
		#DIV/0!			
		#DIV/0!			
TOTAL	\$0	#DIV/0!			\$0.00

#DIV/0!

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Our profits are slightly down so we'd like to work on increasing profits as well as getting a handle on margins. We need to make more money in parts so this doesn't start to affect other parts of our dealership if we are losing too much money.

Overall Objective:

Train and coach our staff in service and parts to understand why this needs to happen...and then make it happen. To achieve a higher profit, we need everybody involved on board to be able to work together.

Proposed Timeline

As soon as possible, hoping to do this over the course of the next six months. We are figuring out the timeline for each employee to attend training and we think 6 months should be an appropriate timeline.

Action Plan

Describe necessary actions to reach desired result: We will send each employee to the appropriate training courses to achieve our goal of increasing profits. Regarding SOP's, we'd like customers to start paying 100% at time of ordering. Service advisors will not discount parts unless approved by GM or Parts Manager.

Requirements

Meeting with Dealer: Terry D'Arcy  
1. Action Proposed: Schedule training for each employee as well as coaching from management. Service advisors do not discount parts and customers must pay 100% of SOP when ordering.

Meeting with stakeholder(s) (dealership personnel): Terry D'Arcy  
2. Describe what is in place to support desired goal:  
Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress: Check in every two weeks and go over training and progress  
Who: Parts manager, parts employees, service advisors  
What: Increase profits and get handle on margins  
By When: Collectively by July of 2018  
How: Training, coaching, SOP 100% pay, service advisors not discounting parts

Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly /  
4. Date(s) for review: 3/5, 3/19, 4/2, 4/16, 4/30, 5/14, 5/28, 6/11, 6/25, 7/9, 7/23

5. Estimated cost for implementation: Estimating \$1500, this may change as we continue to enroll employees in further training

Projected Date of Completion:

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

Evaluation of Results: Include measured results.

(± Metrics)

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

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /