

Parts Manager Conversation

Collaborate with your Parts Manager to answer the following questions. Use this opportunity to share new ideas from the class and to coach your Parts Manager on how they can be implemented. Be sure to respect their expertise. **Provide your answers in a different color font.**

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? **Nothing formal, on the job and from previous MGR.**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Dealership yes, but parts specific no Parts MGR not aware of dealership statement**
3. 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? **FTFR is not tracked**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **MGR is unsure which means they don't know how**
5. 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? **Honour System according to Parts Manager**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Fixed OPS MGR and Parts MGR**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Currently not at Retail, GM had changed to help out used**
8. 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? **We are a Canadian dealer, and we have applied for an increase**
9. 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? **Parts and Service MGR close respective work orders on a daily basis, office MGR does not aid in this process**
10. 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)? **Not with the parts MGR, fixed OPS takes care of this and discuss' with Parts MGR monthly.**

11. What is your retail pricing strategy for your Parts department? How often do you check to see whether your pricing goals are being achieved? **Always a retail first policy, unless a wholesale account is present. Check when a pricing anomaly happens.**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Periodically, nothing scheduled**
13. 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? **No eStore at them moment. All department ppl get the leads, reply all is the method to make sure all leads are responded to in a timely manner.**
14. What sales training is available to Parts personnel? If training is available, is it mandatory? How often are sales skills assessed, tested, and refreshed? **Sadly no to all**
15. 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? **No process in place currently. We've found any accessories talked about seemingly need to be "thrown in" and not purchased.**
16. What would help you sell more accessories? **Constant showroom displays on vehicles, issue at the moment is the showroom does not have any cars in it.**
17. 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? **No review process at the moment**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **No**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Random bin checks. Parts MGR has a live google doc with accounting that can be accessed at any time.**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **Lost sales are not tracked at the moment**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Communication between Parts and Service is the key obstacle. Picked up is easier as the parts department takes care of reaching out to customers.**

22. 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? **Biggest cause of frozen capital is parts that are non-returnable as well as old stock tires that are no longer around.**
23. What is your phase in/phase out strategy? How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? **Phase in is 3 times in a 2 month period. Our system is setup to auto phase out after a set period of time. Parts MGR does not know the time lapse for phase out.**
24. 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? **5**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **A more robust training program to allow Parts MGR and employees to be more effective.**