

First Time Fill Rate

DEALERSHIP NAME	Brandon Dodge	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
2/13/2018	9	4	2	3
2/14/2018	6	3	2	1
2/15/2018	4	2	1	1
2/16/2018	9	6	1	2
2/22/2018	6	6	0	0
2/23/2018	10	8	1	1
2/24/2018	6	3	1	2
Totals	50	32	8	10

REYNOLDS 2213						
Stocking Status	Inventory		% of Inventory	Guide		
INVESTMENT	Value					
Normal or Active Stock			#DIV/0!	over 70%		
Automatic Phase Out			#DIV/0!	Less than 30%		
Dealer Phase Out			#DIV/0!	Less than 1%		
Manual Order			#DIV/0!	Less than 3%		
Non Stock Part \$'s			#DIV/0!	Less than 5%		
Non Stock Part #'s*			MEMO	Greater than 70% of PN's		
Core Clean			#DIV/0!	PART #		# PIECES
Core Dirty			#DIV/0!	PART #		# PIECES
Replace by hold RBH			#DIV/0!	PART #	NA	# PIECES
				NA		
Total Inventory	\$0		#DIV/0!			

REYNOLDS

Activity	Value	% of inver	NADA		Notes
			Guide		
Current		#DIV/0!	75%		this is your current a
1-3 Months		#DIV/0!	included		healthy parts invent
4-6 Months		#DIV/0!	23%		
7-9 Months		#DIV/0!	2%		65% Will likely become
10-12 Months		#DIV/0!	included		85% Will likely become
13-24 Months		#DIV/0!	0%		Technically Obsolete
25+ months		#DIV/0!	0%		
TOTAL	\$0	#DIV/0!			

GOOD
WARNING
DANGER
GREAT
Seldom used
OK...BUT..
OUCH !!!!!!!!!!!
YIKES

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and active			
ory			
	OBSO POSITION MATH DONE BELOW		
e obso	.65 TIMES THE 7-9 MONTH VALUE	\$0	
e obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
e	PLUS THE 13-24 MONTH VALUE	\$0	
	PLUS THE 25+ VALUE EQUALS	\$0	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

CDK		Inventory	% of Inventory	Guide
Stocking Status	INVESTMENT	Value		
Normal or Active Stock		\$568,970	78.69%	over 70%
Automatic Phase Out		\$33,407	4.62%	Less than 35%
Dealer Phase Out		\$21,019	2.91%	Less than 1%
Manual Order		\$0	"ARO"	0.00%
Non Stock Part \$'s		\$61,338	8.48%	Less than 5%
Non Stock Part #'s*		8,132	MEMO	50.37%
No Phase Out	Not on ADP			NA
Repace by Hold	Not on ADP			NA
Clean Core		\$38,317	5.30%	p/n pieces
Dirty Core		\$0	not tracked	0.00%
Total Inventory		\$723,051	100.00%	

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	388,630		57%	ACTIVE INVENTORY at 75%
4-6 Months	102,972		15%	ACTIVE INVENTORY at 23%
7-12 Months	121,603		18%	75% will likely become Obso 2%
Over 12 Months	42,658		6%	Technical Obsolescence 2% is g
New parts no sales	28,870		4%	Minimal Amount
Total Inventory	\$684,733		100%	

**COLOR
SCORING**

GOOD

WARNING

DANGER

GREAT

Seldom used

OK....BUT..

OUCH !!!

OUCH !!!!!

ouch!!!

OBSO POSITION

is guide	.75 TIMES \$			91202.25
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uide	PLUS			42,658
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	PLUS			28,870
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	EQUALS	24%		162730.3
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DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STO			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OU			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS
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
INVENTORY AGING BY LAST SOLD							
			VALUE	%	ACUM %	INSTRUCTORS NOTI	
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATU 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!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	
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



UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
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 inver	Guide	Notes	
Current TO 3 Months		#DIV/0!	75%	this is your current a	
3 to 6 Months		#DIV/0!	included	healthy parts invent	
6-9 Months		#DIV/0!	23%	65% Will likely becom	
9-12 Months		#DIV/0!	2%	85% Will likely becom	
12 Months + Over		#DIV/0!	included	This is your Technical	
		#DIV/0!			
		#DIV/0!			
TOTAL	\$0	#DIV/0!			

GOOD

WARNING

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OK....BUT..

OUCH !!!!!!!!!!

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ie obso	\$0.00
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OBSO	\$0
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	\$0.00	#DIV/0!
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Departmental Action Plan

Dealership **Brandon Dodge**

Academy Week **2**

Class &

Current Situation

Current climate at the parts counter doesn't facilitate a welcoming environment for call-in customers. It was obvious that the temperature "felt a bit" cold anytime that only 20% of my sales staff was able to name our parts counter men by the mystery parts calls it was clear that I needed to do something asap. While the breakeven, I am more interested in a climate change for all who encounter our

Overall Objective:

Improve parts counter men's phone skills through the daily phone training through. While confident this will greatly improve the salesmanship and level of service, training will improve interactions between parts counter men, customers and sales Concepts for 5 years in sales and service; achieving the desired results but still

Proposed Timeline

March 1, 2018 : Retail counter men begin daily phone training with "Applied Concept Used customers will be introduced to our counter men before completing deal retail counter man will be attending one sales meeting per week in which sales Applied Concept representative on speaker leading the training / meeting.

Action Plan

Daily phone skill training takes about 20 minutes to complete. Each counter man

Requirements

Meeting with Dealer: Brandon Moreland (who signed verification form - to be

1. Action Proposed: YES, read above

2. Meeting with stakeholder(s) (dealership personnel): Each week our parts manager will conduct phone trainings and recorded live parts sales calls along with the specific parts relationship building and salesmanship abilities with our customers. Each review meeting with the manager and myself will take place over 20 minutes each week on Monday at the dealership and provided by Applied Concepts.

3. Accountability: Monitoring progress:
Who: Bryon Klapal - Parts Manager, Alex Jannicelli - GSM, Mike Laferrara, Neelam
What: Review weekly phone skill retention / implementation and review weekly sales calls
Mike will ensure countermen present at one of the sales meetings in which we review calls
By When: Training program begins March 1, 2018 with counterman performance review between Parts Manager, counterman and myself.

4. Describe checkpoints that have been established to measure progress: WEEKLY / MONTHLY / QUARTERLY / ANNUAL / BI-WEEKLY / DAILY / OTHER: _____
Date(s) for review: _____

5. Estimated cost for implementation: The cost is the best part! \$100.00 per month for training materials.

Projected Date of Completion: June 1, 2018 (training doesn't stop here but this is the date of first quarterly review) Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:
Sales / Gross / Expenses / Net Profit / CSI / -- Sales, Gross and most importantly customer satisfaction. It is nice to know that our sales and parts employees actually know who we all are! Sold customers will be more welcoming due to familiarity with sales employees and as one of the many benefits of this training.

Student Name Alex Jannicelli

Student Number 332

nt for both in-store retail customers and retail
e I visited the parts dept. Also I have realized
eir first name! After conducting a couple
counterman's daily sales are consistenly over
r employees.

ough a company called "Applied Concepts".
e provided I am more excited to see how the
sales employees. We have used Applied
hockingly I always forgot about Parts! ;)

oncepts". March 1, 2018: All sold New and
in finance department. March 1, 2018 each
s phone calls are reviewed on speaker with an

an is provided with both an Outbound and Inbo

eturned in Monday in Week 3)

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

anager and myself will be listening to recorded
ts counterman. This is in an effort to improve
view session between counterman, parts
2pm. We also review the weekly quiz taken by

w Car Director
y training quiz provided by Applied Concepts.
e train and review incoming / outgoing sales

ice review taking place on June 1, 2018 held

MONTHLY AND QUARTERLY REVIEWS PLEASE SEE

nth per parts counterman = 200\$ a month for inc

Brandon Moreland (signed verification form)

CSI will be greatly improved. Not to mention it will be
ll have immediate intro to parts, who in turn provide a
/ accessory if applicable). Most importantly the climante in
fits / lessons provided by Applied Concepts phone

















