

## 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)? **None**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Growth through satisfaction**
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? **No and 91.78%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **86%**
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? **Depending on job roll, you are locked out of certain dms functions.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Just parts manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Picing is determined by corporate depending on year of car, some will be retail and some are budget.**
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? **Warranty price is based off a percentage depends on cost and can be higher than retail.**
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 manager works on this together, most ro's are closed with some exceptions.**
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)? **Financial statements some months, but reviews the doc daily.**

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? [Pricings is usually set by corp, but checking pricing goals is daily.](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [Once a month for coupons, everything else done by corp..](#)
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? [Parts store online is a no, but the parts manager does handle ebay sales.](#)
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? [Training is offered by Honda.](#)
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, most sales people got no incentive to sell accessories, so its rare that parts do.](#)
16. What would help you sell more accessories?
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? [Reviewed at least once a month.](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [At least 1500 each in gross](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [We run a monthly analysis at the end of month and use that for our monthly reconciliation once a month.](#)
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? [Yes and at minimal 3 per day](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Service calling their 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? [.4 not really an issue](#)
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.)? [3 hits in 9 months to phase in. No sales in 10 month to 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? 10
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? Hire a 3<sup>rd</sup> person.