

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, only on the job and manufacturer supported training.**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **No. in process developing one. One my takeaways from parts week.**
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? **Never monitored manually. Working on changing tracking to allow the system to correctly monitor**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **70-75% inside, 25-30% outside**
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? **Deviation report run almost daily to review yesterdays actions and then review actions with individuals.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Region fixed ops dir, serv mgr, serv drive mgr, quick lane mgr, parts counterpersons.**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Yes. Policies set by parts director for the auto group.**
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? **No quite retail for warr reimbursement. Petioned in Oct 21 at buy/sell.**
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? **Department managers/ fixed ops dir review weekly. Open ro reports are looked at daily.**

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)? [Yes. Reviewed with gm monthly, group wide quarterly reviews.](#)
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? [Quarterly review. Goal is to be at or above 20 group benchmark and review/change if necessary.](#)
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [Not reviewed often enough. Changing that going forward. Monthly specials/hours posted by Parts manager and relayed to digital marketing team.](#)
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 manager receives and responds to leads.](#)
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? [Other than Manufacturer required, no. processes and training tbd. This was a big takeaway from GM's week at NADA.](#)
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? [Yes. Just signed on with Digital Selling Solutions. Streamline the process and makes it much more user friendly for all departments and customers. A link directly on our website with all pricing \(parts/labor\) and linkable to specific vehicle. Add to cart feature for add ons at time of sale.](#)
16. What would help you sell more accessories? [Fine tuning the new process for accessories. This is our 'why' behind signing up with Digital Solutions.](#)
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? [Yes. Usually only if needed, but moving into a more regular schedule of monthly or every other month.](#)
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [I do now because of the nada excel templates.](#)
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [Perpetual bin counts. Goal is 3 bins a day. All parts staff know to count when extra time is available. Need to work on communication with accounting.](#)

20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? [Sort of. Beginning to track and monitor usage of coding/tracking lost sales.](#)
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Service scheduling/timeline to get customers back in. setting proper expectations with outside customers for pickup/delivery when arrives.](#)
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? [Aim Orders. SOP's wrong, timing out, place into inventory. Currently \\$16K in obso](#)
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.)? [handled by Parts director for the group. Going to review.](#)
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? [Training, training, training.](#)