

## First Time Fill Rate

DEALERSHIP NAME		NADA Motors	First time fill rate
DATE	# OF RO'S	Time	Day
1/29/2018	5	2	1
1/30/2018	7	4	2
1/31/2018	5	5	0
2/1/2018	6	3	1
2/2/2018	8	5	3
2/13/2018	4	2	1
2/14/2018	8	4	2
2/15/2018	5	3	1
2/16/2018	2	2	0
<b>Totals</b>	<b>50</b>	<b>30</b>	<b>11</b>



<b>Same Day</b>	<b>Fill Rate %</b>
<b>2</b>	<b>40.00%</b>
<b>1</b>	<b>57.14%</b>
<b>0</b>	<b>100.00%</b>
<b>2</b>	<b>50.00%</b>
<b>0</b>	<b>62.50%</b>
<b>1</b>	<b>50.00%</b>
<b>2</b>	<b>50.00%</b>
<b>0</b>	<b>60.00%</b>
<b>0</b>	<b>100.00%</b>
	<b>#DIV/0!</b>
<b>8</b>	<b>60.00%</b>



CDK			
Stocking Status	Inventory	% of Inventory	Guide
INVESTMENT	Value		
Normal or Active Stock	\$396,833	42.79%	over 70%
Automatic Phase Out	\$73,548	7.93%	Less than 30%
Dealer Phase Out	\$689	0.07%	Less than 1%
Manual Order	\$200,333	21.60%	Less than 3%
Non Stock Part \$'s	\$255,907	27.60%	Less than 5%
Non Stock Part #'s*	15,226	92.86%	Greater than 70% of
Clean Core		0.00%	# PIECES
Dirty Core		0.00%	PART #
Total Inventory	\$927,310	100.00%	

Activity	Value \$	%	Notes & Guides
0-3 Months	677,180	73%	ACTIVE INVENTORY at 75%
4-6 Months	21,450	2%	ACTIVE INVENTORY at 23%
7-12 Months	75,929	8%	75% will likely become Obso 2%
Over 12 Months	52,513	6%	Technical Obsolescence 2% is g
New parts no sales	100,238	11%	Minimal Amount
Total Inventory	927,312	100%	

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat
OBSO POSITION (LINES 20-22 FROM ABOVE)
NEG-ON-HAND (MINUS-ON-HAND)
CLEAN CORE
DIRTY CORE (RDCI) OR DONE MANUALLY
LOST SALES CALCULATOR VS. ACTUAL
AVERAGE STOCK ORDER (Obtain data from your OE)
MONTHS SUPPLY (This calculation from your FS Temp
GROSS (TOTAL) TURNS (from your FS Template)
TRUE (STOCK) TURNS (from your FS Template)
FTFR (FIRST TIME FILL RATE)

	<b>COLOR SCORING</b>
	<b>GOOD</b>
	<b>WARNING</b>
	<b>DANGER</b>
	<b>GREAT</b>
	<b>Seldom used</b>
PN's	<b>OK....BUT..</b>
	<b>OUCH !!!!!</b>
	ouch!!!

	<b>OBSO POSITION</b>			
is guide	.75 TIMES \$			56946.75
uide	PLUS			52,513
	PLUS			100,238
	EQUALS			23% 209697.75

	Pass or Fail ?
	F
	F
	P
	P
	F
	F
	P
	P
	P
	P

**Department**

**Dealership**

**Pfaff Audi**

**Academy Week**

**Fixed Operation 1 - Parts**

**Current Situation**

**SOP Issue: The current process in our parts department is lacking in managing this while the service dept doesn't see it as a priority.**

**Overall Objective:**

**The objective is to implement a process to expedite the SOP process for CSI issues with our clients and obso.**

**Proposed Timeline**

**The initial step was to identify the breakdown in communication (make appts for install (Feb 2018) - The process is now being monitored**

**Action Plan**

**1. The SOP part is stocked in and BDC team is notified 2. BDC coordinator**

**Requirements**

**Meeting with Dealer: The GM is on board with the new initiative**

**1. Action Proposed: BDC manager (service) was given word tracks ;**

Meeting with stakeholder(s) (dealership personnel): BDR's are in  
take place to ensure the process is followed

2. Describe what is in place to support desired goal: Management s

**Accountability: Monitoring progress:**

**Who:** Parts and Service managers (along with GM and myself) wil

**What:** The accountability of both parts and service personnel will

3. **When:** A full review of this process is set 90 days from deployme  
from every angle and ensure each step is followed

**How:** SOP's and aged inventory will be key indicators whether ou  
initiatives

Describe checkpoints that have been established to measure pro  
Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review:

5. Estimated cost for implementation: At this stage, the associated

Projected Date of  
Completion:

May 31, 2018

Sponsor Sign

Evaluation of Results: Include measured results.

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

**al Action Plan**

Student Name **Sean Sahakian**

Class & Student Number **N332-37**

g some structure regarding SOP parts. It appears the parts dept is relying on service to

ness in order to reduce the amount of aged parts in inventory which is causing both negative

Feb 2018) - Now that both service and parts depts are involved, we've assigned the BDC to itored and will be reviewed in 90 days to assess its effectiveness (May 2018)

ntacts the client as soon as instructed from Parts dept 3. BDC will review service schedule an

and scripts to allow for appropriate communication

the process of training to align with this new initiative. Ongoing training and meetings will support and team buy in are the key items necessary to ensure profitability and smooth rollout

ll review the process during weekly/monthly meetings also be monitored. The CSI and FRFT will be key KPI's to ensure accountability at which is at the end of May with all managers incl the BDC manager to dissect the process r process is on track. Profitability for the dept should increase by implementing these

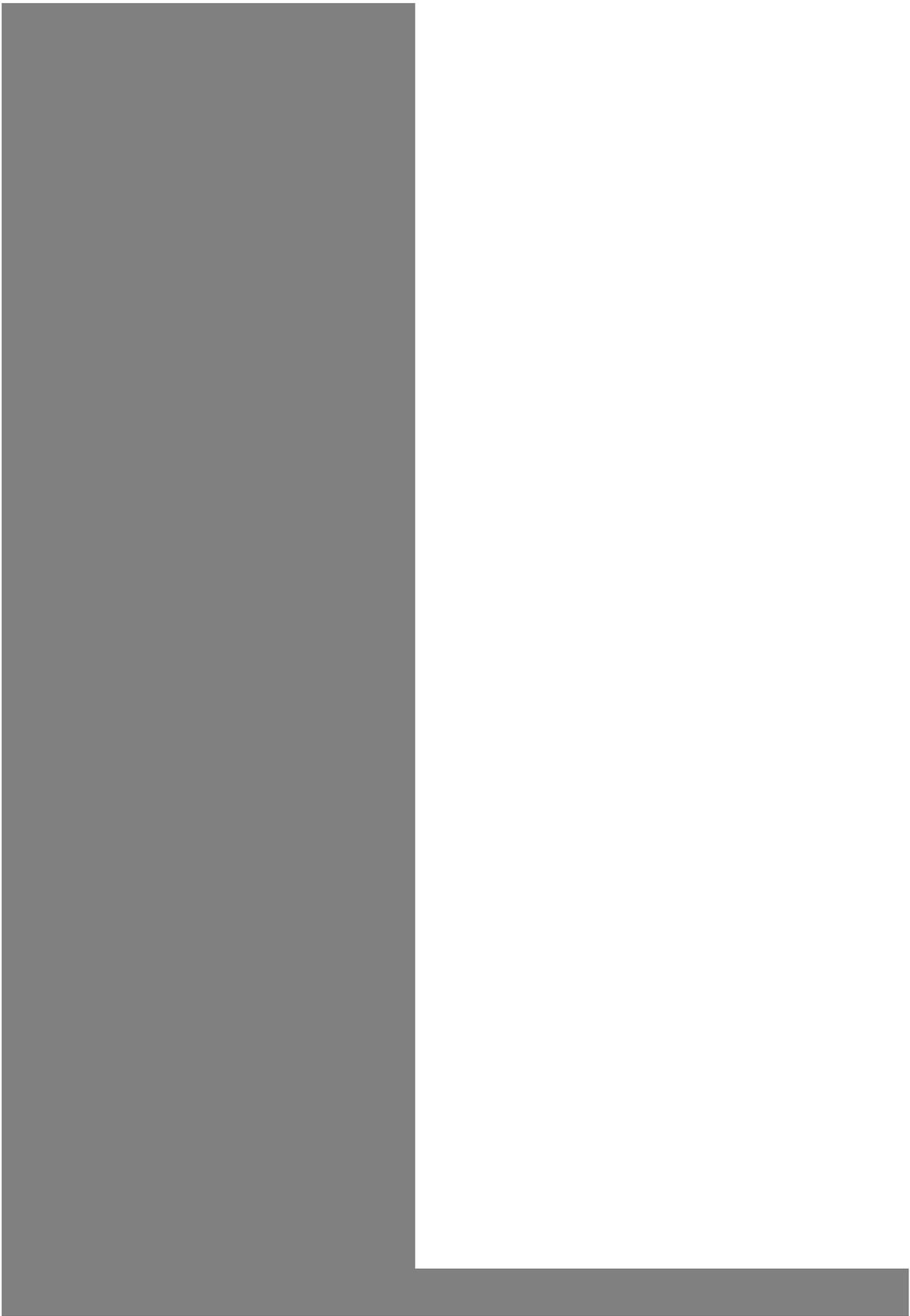
gress:

costs align with our BDC training already in place - \$1000/3 day session in house. The serv

nature: \_\_\_\_\_

(± Metrics)

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







## Verification Form Regarding the Departmental Action Plan

### Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week two of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name: Drew Hoffmann

Sponsor's Signature

Date: Feb 26, 2018

Very truly yours,



## Departmental Action Plan

### Work Assignment

to your manager at the  
Departmental Action Plan form.  
of the assignment,  
Departmental action plan after week 2  
four separate times,  
operations 1 parts week,  
operations 1 class week and  
of the student's  
of the Academy instructors  
this form below which  
Departmental action with you, and  
they return for their fixed  
at that time from the  
based upon whether they  
in order to verify that each  
with their sponsor.

