

## First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
2/12/2018	7	4	2	1
2/14/2018	5	3	2	0
2/16/2018	4	3	1	0
2/19/2018	8	4	2	2
2/20/2018	7	4	3	0
2/21/2018	7	3	2	2
2/22/2018	5	4	0	1
2/23/2018	7	4	1	2
<b>Totals</b>	<b>50</b>	<b>29</b>	<b>13</b>	<b>8</b>



<b>Rate %</b>
<b>57.14%</b>
<b>60.00%</b>
<b>75.00%</b>
<b>50.00%</b>
<b>57.14%</b>
<b>42.86%</b>
<b>80.00%</b>
<b>57.14%</b>
<b>#DIV/0!</b>
<b>58.00%</b>



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 #
Core Dirty			#DIV/0!	PART #
Replace by hold RBH			#DIV/0!	PART # NA # PIECES
				NA
Total Inventory	\$0		#DIV/0!	

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invento
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

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

CDK Stocking Status		Inventory	% of Inventory	Guide	
INVESTMENT		Value			
Normal or Active Stock		\$117,996	57.86%	over 70%	
Automatic Phase Out		\$25,920	12.71%	Less than 35%	
Dealer Phase Out		\$2,633	1.29%	Less than 1%	
Manual Order		\$0	0.00%	Less than 3%	
Non Stock Part \$'s		\$53,097	26.04%	Less than 5%	
Non Stock Part #'s*		7,503	MEMO	66.11%	Greater than 70% of PN's
No Phase Out Not on ADP				NA	
Repace by Hold Not on ADP				NA	
Clean Core		\$4,298	2.11%	p/n pieces	
Dirty Core		\$0	0.00%		
Total Inventory		\$203,944	100.00%		

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	107,770		54%	ACTIVE INVENTORY at 75%
4-6 Months	28,619		14%	ACTIVE INVENTORY at 23%
7-12 Months	34,114		17%	75% will likely become Obso 2%
Over 12 Months	15,038		8%	Technical Obsolescence 2% is g
New parts no sales	14,104		7%	Minimal Amount
Total Inventory	\$199,645		100%	

<b>COLOR SCORING</b>				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
<b>OBSO POSITION</b>				
is guide	.75 TIMES	\$		25585.5
uide	PLUS			15,038
	PLUS			14,104
	EQUALS		27%	54727.5

DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS
			%	0	PIECES	VALUE
ACTIVE PARTS: STOCKED			#DIV/0!			70%
ACTIVE PARTS: EXCESS STOC			#DIV/0!			LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!			LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			#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
<b>INVENTORY AGING BY LAST SOLD</b>						
			VALUE	%	ACUM %	INSTRUCTORS NOTE
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" STATUS! 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

CLASS	COLOR
	SCORING
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	Seldom used
	OK....BUT..
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S IF YOUR PHASE	



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 inven	Guide	Notes
Current TO 3 Months		#DIV/0!	75%	this is your current a
3 to 6 Months		#DIV/0!	included	healthy parts invento
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
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- DANGER
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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 **Fred Beans Chevrolet**

Academy Week **Week 2 Fixed Operations 1- Parts**

Class & :

### Current Situation

The aged inventory in our parts department is a direct result of Special Order S.O.P. process that will ensure that S.O.P.'s are being addressed daily and with customers as soon as the part arrives and schedule them to come in. We also have people accountable for the organization of S.O.P. shelves and bins.

### Overall Objective:

Our overall objective is to decrease obsolescence by implementing and maintaining a new S.O.P. process. Most obsolescence is a result of S.O.P.'s not being executed properly. This should eliminate the need for us to manage and measure the results.

### Proposed Timeline

March 1- Meet with parts and service personnel to identify S.O.P.'s as the main problem. Implement new S.O.P. process. Check in with parts and service managers daily to monitor process and work out any growing pains, etc. March 15- meet with all parts and service managers to measure results. Continue to measure and manage results ongoing throughout the year.

### Action Plan

Describe necessary actions to reach desired result: 1. Meet with parts and service managers to identify S.O.P.'s as the main problem.

### Requirements

Meeting with Dealer:

1. Action Proposed: Present the objective and action plan to owner and parts director.

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:  
All parts and service personnel will be educated on the concern we are addressing being implemented. The staff involved will also be given the expectations that monitor results, meet weekly, and provide on going training.

3. Accountability: Monitoring progress:  
Who: Parts and service managers, ASM's, and parts and service staff  
What: Parts personnel- order and receive S.O.P.'s and communicate with service and schedule appointment to install S.O.P.'s. Parts and service managers- manage happening  
By When: New S.O.P. process is being worked on and will be introduced to staff  
How: Parts manager will review outstanding S.O.P.'s daily with parts personnel

4. Describe checkpoints that have been established to measure progress:  
Daily - Parts manager will review outstanding S.O.P.'s and discuss with parts and service managers along with GM to measure results and discuss improvements and compare results month over month

5. Estimated cost for implementation: There will not be any cost associated with

Projected Date of Completion:

March 31

Sponsor Signature: \_\_\_\_\_

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

Impact Areas:

Sales- Our S.O.P. sales will increase which in turn will increase our overall parts sales. As a result of this process we will have more service hours because we will be installing more S.O.P.'s than in the past. Gross- We will have some increase in gross profit because we will be installing more S.O.P.'s and not having them sit around and then placed into our inventory. Expenses- As mentioned before, there will be some expenses with implementing this process. Net Profit- Like gross, our net profit will increase because we will have more service hours. The S.O.P.'s also will not be aging and contributing to our obsolescence. CSI- Our Customers will have their vehicles fixed, and their parts installed in a more timely fashion

ke gross, our net profit

Student Name **Larry Storm**

Student Number **N332 05**

Parts. We need to establish and maintain an  
h urgency. We need to contact our S.O.P.  
need to hold our parts manager and counter

aining and an efficient S.O.P. process. Since  
problem. Once our S.O.P. process is inplace,

n reason for aging problem. Also introduce and  
y to monitor effectiveness of new S.O.P.  
id service personnel to get feedback and  
ut the year.

vice managers to establish new S.O.P. process.

ector

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

...ssing and then trained on the new process  
...will need to be met. We will continue to

...ice when S.O.P. arrives. ASM's- call customer  
...manage process and make sure this is all

...aff in March  
...After 45 days any outstanding S.O.P.'s will

...personnel. Weekly- meeting with parts and  
...its, best practices, etc. Monthly- review reports

...n implementing this process I don't anticipate an

...of this new process we will see an increase in service  
...ase in gross because we will be installing these S.O.P.'s  
...e, there will not be any additional expenses associated  
...be installing these S.O.P.'s which will increase our  
...SI should also go up because our customers should













