

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)?

All training is with performance institute learning center.

2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?

Yes it can be found in the handbook.

“To provide a superior workplace for our associates so that as a team we can provide our guests with a superior consumer experience. We will express our love for every guest daily, and create and experience that will result in our guests choosing the Preston Automotive Group for all services possible”

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?

Yes, it is 89%

4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?

75%

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?

Counter people are allowed to change parts, but they have to see a manager in order to do so.

6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?

Only the parts manager

7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?

Yes we are at retail pricing. Our internal parts pricing is established by our parts director and it is current.

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?

Yes we are at retail for warranty.

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?

Yes, all of the invoices are sent to the main office.

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)?

Monthly basis.

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?

We check on it monthly to make shore that our pricing goals are made.

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?

We audit the web page monthly. Hours are changed for holidays and then changed back.

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?

Yes, an email goes to the parts director.

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?

At the learning center at Chrysler
The training is monthly.

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 it's on the Mopar web page.

16. What would help you sell more accessories?

If we had more accessories in stock

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, they are reviewed weekly.

18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?

Yes.

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?

Yes the parts manger goes over it then it goes to parts director then to 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?

Yes counter people do it daily so a report is run monthly for the part manger.

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up?

The biggest obstacle is making the call for them to be picked up.

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?

Returns from body shop are the main ones. Currently we have \$21,000.00 of obsolescence.

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.)?

This is good way to return old parts and get some new fast moving parts.

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?

Have all paper work turned in daily