

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 Ford training 24 years of training. Started as a floor sweeper 4 years later was parts manager
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?
No
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
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?
82% Outside 18% Internal
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?
Just the manager can adjust pricing. They also need to run everything through him
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?
Parts Manager
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?
We are at a discount and the Dealer Principle established this pricing
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?
We are at MSRP for reimbursement on parts. Last October

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?
Service manager works on WIP our parts manager does not.
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 statement is given to the parts managers monthly to discuss gross.
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 our priced on parts quarterly to ensure we are competitive In our area.
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?
Very rarely and done quarterly at best.
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?
We have a webpage online and our BDC sends the request to parts upon receiving.
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?
Ford requires training that all of our employees are required to take.
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?
We do not besides if they ask for them
16. What would help you sell more accessories?
Training and proper displays
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?
I review our wholesale accounts every month.
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?
I do after taking this class now.
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?
We do a monthly reconciliation to ensure our inventory is accurate.

20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?

They are not but after taking this class we are going to track this based upon filling that order on the same day from our warehouse.

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

We like to believe that we have a good SOP process but when we do have issues with it, it is often regarding getting in contact with 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?

My current value of obsolescence around 36K. It is usually based upon non-returnable parts that we shouldn't have ordered in the first place or taken back as a return.

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.)?

We use our RIM management system for phase in 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?

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25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively?

Proper staffing and more safeguards to ensure that returns are taken in correctly and processed in a timely manner.