

1. I have been Mopar certified for 17+ years along with an Excel class through our local college. We have plans to send me to NADA training next year.
2. Our parts vision has always been: Consistency
3. I haven't tracked this in many, many years. Currently we are at 81%
4. Approx 50/50
5. Counter personnel have my authorization to discount up to 10% with no manager authorization. Otherwise, the parts manager needs to be involved. This is monitored using exception and override reports as needed but monthly at minimum.
6. Parts advisors are the only ones who can specifically override parts pricing. Service personnel have the ability to discount entire ROs but that is closely monitored by the service manager.
7. We are now at retail pricing for internal per our GM. This was just implemented so, yes it is current.
8. We are at or just under retail for Warranty.
9. I work with service regarding WIP and Valentino and I work together to get ROs closed as timely as possible.
10. I receive the parts financial monthly and review it at that time and periodically from there.
11. Retail pricing for parts is MSRP or MSRP +1% and I monitor gross margins to check it.
12. I check the parts web page at least quarterly and marketing contacts me with coupons, etc.
13. We do sell parts online via an estore. I receive and handle those purchases personally to make sure they are ordered and shipped in a timely manner.
14. All counter persons are certified. Admin also receive training until they are moved into advisor positions. We have monthly meetings to cover skills, issues and updates.
15. Sales personnel bring customers to parts to introduce them and show them the dealership as well as offer accessories and give them a complementary tumbler.
16. Possibly a kiosk or interactive display in the showroom but preloading will help which is another new process.
17. Wholesale customers are reviewed 2-3x/year as far as discount vs purchases.
18. No
19. We do a perpetual inventory throughout the year and physical inventory is performed and reconciled annually.
20. Yes, lost sales are tracked and reviewed monthly. If a transaction can't be completed because we don't have the part, it is a lost sale.
21. Some customers just flat out will not pick up a part. Parts availability along with service appointments is also a major challenge in the current market.
22. Non-returnable parts are secondary to the factory sticking us with minimum sales quantity parts.
23. Our standard source is set to "demand in 3 months out of the last 9 months with total demand of 4 pieces OR have been inventory for 10 months with an average demand of .50 pieces per month" in addition to Mopar's ARO (automatic replenishment order) system. Phase out is "no demand for 9 months OR been in inventory for 12 months with and average demand of 1 piece in 2 months". I primarily rely on ARO due to inventory guarantee but do monitor our in house system as well.
24. 9

25. The current changes being made with our new GM along with numerous management changes are going to help the entire dealership flourish, including myself.