

## First Time Fill Rate

Executive Dodge Jeep		First time fill rate		
DATE	RO'S	1st Time	Same Day	Day
2/22/2018	3	0	0	3
2/23/2018	3	2	2	1
3/2/2018	2	1	1	1
3/7/2018	1	0	0	1
2/26/2018	1	0	0	1
3/5/2018	4	1	0	3
2/28/2018	3	2	2	1
2/19/2018	1	1	0	0
2/27/2018	1	0	0	1
2/9/2018	1	0	0	1
<b>Totals</b>	<b>20</b>	<b>7</b>	<b>5</b>	<b>13</b>



<b>Rate %</b>
<b>0.00%</b>
<b>66.67%</b>
<b>50.00%</b>
<b>0.00%</b>
<b>0.00%</b>
<b>25.00%</b>
<b>66.67%</b>
<b>100.00%</b>
<b>0.00%</b>
<b>0.00%</b>
<b>#DIV/0!</b>
<b>35.00%</b>



CDK						
Stocking Status		Inventory		% of Inventory		Guide
INVESTMENT		Value				
Normal or Active Stock		\$104,114		67.41%	over 70%	
Automatic Phase Out		\$21,975		14.23%	Less than 35%	
Dealer Phase Out		\$1,338		0.87%	Less than 1%	
Manual Order		\$1,269		0.82%	Less than 3%	
Non Stock Part \$'s		\$21,215		13.74%	Less than 5%	
Non Stock Part #'s*		4,408	MEMO		Greater than 70% of PN's	
No Phase Out Not on ADP					NA	
Repace by Hold Not on ADP					NA	
Clean Core		\$4,535		2.94%	p/n	pieces
Dirty Core				0.00%		
Total Inventory		\$154,446		100.00%		

ADP						
Activity		Value \$	% of Inv	%	Notes & Guides	
0-3 Months		78,587		52%	ACTIVE INVENTORY at 75%	
4-6 Months		20,889		14%	ACTIVE INVENTORY at 23%	
7-12 Months		19,173		13%	75% will likely become Obso 2%	
Over 12 Months		14,580		10%	Technical Obsolescence 2% is g	
New parts no sales		16,680		11%	Minimal Amount	
Total Inventory		\$149,909		100%		

**COLOR SCORING**

**GOOD**

**WARNING**

**DANGER**

**GREAT**

**Seldom used**

**OK...BUT..**

**OUCH !!!**

**OUCH !!!!!**

ouch!!!

**OBSO POSITION**

is guide	.75 TIMES \$		14379.75
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uide	PLUS		14,580
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	PLUS		16,680
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	EQUALS	30%	45639.75
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## Departmental Action Plan

Dealership **Executive Dodge Jeep Ram**

Academy Week **2**

Class &

### Current Situation

My parts department is not accurately tracking lost sales and is ok with doing technicians, and more importantly customers, wait a day to get parts in a stock were only at a 35% FTFR. I went back even further and analyzed over 100 ROs that period to be only 21%

### Overall Objective:

We seem to have an issue with first time fill rate and tracking lost sales. They are having techs and customers wait to have the cars completed. I believe introducing service manager and parts managers weekly tasks will truly bring to light what parts manager work together and track our lost sales and first time fill rates with purchases as well as vehicle repairs being completed faster.

### Proposed Timeline

This is an immediate implementation of process but a 3 month plan of improvement reviewing the lost sales and first time fill rate will happen immediately. This will take 90 days to improve the current inventory and make my service department experience

### Action Plan

The initial action plan is the reporting and tracking of both lost sales and first time fill rate. I will be meeting with the GM where we can adjust our inventory accordingly. Reporting inventory needs to be adjusted accordingly. We need to look at our stocking management of the stock orders coming in. I truly believe this has to be a collaborative effort between the service and parts managers.

### Requirements

1.

Given our current corporate structure, the meetings between the service and parts manager and the GM as well as our corporate Fixed operations manager.

Describe what is in place to support desired goal:  
Training / Coaching / ±Consequences related to results / Pain & Gain In ( weekly basis to review our results. The service and parts managers will need to goal. My parts manager will need to loosen the reigns a little bit to help us stor term benefits that will come from this. I do not see any pain, other than a sligh **HUGE long term gain in profitability in both my service and parts departments**

2.

Accountability: Monitoring progress: gm will monitor reports and progress on  
Who: Service Manager, Parts Manager, and GM  
What: We have to manage the excel document provided by GM, and then adju  
3. By When: immediately with reports, over 90 days of inventory implementation  
How: By constant reporting, adjusting and measurement by all managers invo

3.

Describe checkpoints that have been established to measure progress:  
Daily / Weekly / Bi-weekly / Monthly /  
4. Weekly, we need to monitor the report and adjust inventory accordingly. On a productivity and see what we have increased for profit as a supplement.  
Date(s) for review: April 1st, May 1st, June 1st.

4.

5. Estimated cost for implementation: There is absolutely no cost involved In the

5.

Projected Date of Completion:

03/31/2018

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

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name C.J. Smith

Student Number N333-32

large emergency purchases and having  
k order. With my first time fill rate exercise, we  
with my managers and found our FTFR over

are not being tracked properly and we are  
icing the "First time fill Rate Template" to my  
t needs to be stocked. Having the service and  
ill lead to a better stock and less emergency

ng our parts stocking. The process of  
ll give my service and parts managers the next  
onentially more efficient.

rst time fill rate. This will be followed up by a  
s are only reports unless you take action. The  
rules and guides with ARO as well as a better  
oordination between the service and parts

parts managers need to happen with me, the

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

order to support this change, we will meet on a  
to work together in order to achieve the right  
ck more properly, and understand the long  
t increase in stocking levels, but i do see a

a weekly basis.

st the ordering by results

lved.

monthly basis, we need to monitor the

e process implementation of this process. We m

