

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)? **RPM Expos, BCA Training with Paccar/online training Paccar**
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)? **40%**
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? **We track with a report, and we analyze it daily.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **To many people, we need to restrict that in 2023**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Internal pricing is lower than Retail. Set by Owner and VP Parts**
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? **Not applicable in Canada.**
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? **Value in \$ is not follow by the team. We follow the time needed to close RO.**
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)? **They have access to the sale and the gross margin, not the net profit.**

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? **Using top 200 fast moving numbers and challenge outside sales for pricing on the market every quarter**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Web page by the marketing group every month/coupon by OEM random...**
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? **One person in particular follow all the activity online.**
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? **We are starting a Maska academy. An employee with HR a working full time on the project. It will include a sales training in it.**
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 have a binder of options. We make a lot of effort to sell local installation and we do sell a lot. Customize new truck with customers is the strategy.**
16. What would help you sell more accessories? **Make more promotion, show them in showrooms and outside customers. Commission pay plans with inside sale people are in test.**
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? **No wholesale costumer**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **Yes 2678.00\$**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **We do cycle count daily**
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, we tracked them but we need to clarify the definition.**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Service department does not do follow up to install parts.**

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? **No return, no planning for return, no time to manage that, we keep them just in case many reasons. 780K**
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.)? **3/12 phase in and 2/12 phase out with OEM**
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? **8**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **More training, forwarding more information from top to bottom.**