

First Time Fill Rate

DEALERSHIP NAME	Suburban For	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
3/5/2018	14	8	6	0
3/6/2018	7	5	1	1
3/7/2018	9	4	3	2
3/8/2018	12	9	2	1
3/9/2018	15	11	3	1
3/12/2018	8	4	4	0
Totals	65	41	19	5



Rate %
57.14%
71.43%
44.44%
75.00%
73.33%
50.00%
#DIV/0!
63.08%



REYNOLDS 2213				GOOD
Stocking Status	Inventory Value	% of Inventory	Guide	WARNING
INVESTMENT				DANGER
Normal or Active Stock	\$189,292	60.74%	over 70%	GREAT
Automatic Phase Out	\$63,272	20.30%	Less than 30%	Seldom used
Dealer Phase Out	\$1,173	0%	Less than 1%	OK....BUT..
Manual Order	\$706	0%	Less than 3%	OUCH !!!!!!!!!!!
Non Stock Part \$'s	\$32,430	10%	Less than 5%	YIKES
Non Stock Part #'s*	13739	57%	Greater than 70% of PN's	
Core Clean	\$12,540	4%	PART # 60% # PIECES	427
Core Dirty	\$11,255	4%	PART # 40% # PIECES	187
Replace by hold RBH	\$964	0%	PART # NA # PIECES	
	\$0		NA	
Total Inventory	\$311,632	100%		

REYNOLDS

NADA				
Activity	Value	% of inven	Guide	Notes
Current	\$114,685	39.84%	75%	this is your current and active
1-3 Months	\$94,157	32.71%	included	healthy parts inventory
4-6 Months	\$40,744	14.16%	23%	
7-9 Months	\$22,813	7.93%	2%	65% Will likely become obso
10-12 Months	\$12,753	4.43%	included	85% Will likely become obso
13-24 Months	\$2,685	0.93%	0%	Technically Obsolete
25+ months	\$0	0.00%	0%	
TOTAL	\$287,837	100.00%		

OBISO POSITION MATH DONE BELOW		
.65 TIMES THE 7-9 MONTH VALUE	\$14,828	
.85 TIMES THE 10-12 MONTH VALUE	\$10,840	
PLUS THE 13-24 MONTH VALUE	\$2,685	
PLUS THE 25+ VALUE EQUALS	\$0	
OBISO AS A % OF TOTAL	\$ 28,353.50	9.85%

Departmental Action Plan

Dealership

Student Name

Academy Week

Class & Student Number

Current Situation

Based on Feb's Monthly Analysis report and completing the DMS scorecard we would like to lower the \$ Value of N/S parts.

Overall Objective:

The \$32,430 represents 10% of total inventory dollars. We would like to get this figure to under guide of 5%

Proposed Timeline

We will have the new process and the training completed by April 15th. By November of this year we should be able to have the dollar value under \$15,000 which will bring us to under guide of 5%

Action Plan

Implement process for SOP's 1. Introduce new signage on policies regarding SOP's including 2. Full payment on all SOP 3. 20% Restocking Fee on all returnable parts 4. No refunds after 45 days 5. No refund on non-returnable parts 6. all unclaimed parts are returned at 45 days. 7. New process for contacting customers A. Phone call (leave message if no answer) B. Text or Email follow up. 8. 7 day follow up of process #7, letting customer know what date part will be returned.

Requirements

Meeting with Dealer:

1. Action Proposed: I will meet with the service manager and parts manager and lay out the plan. I will sit in their weekly meetings to ensure it is being installed and followed.

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: We have a redesigned SOP process. We will provide training as well as copies of the process to everyone involved.

Accountability: Monitoring progress:

Who: Parts Manager

What: Redesigned Sop process

3. By When: April 15th for the re-launch. By November have store at guide.

How: Launcing and training for the new Sop process and following up to ensure it is being followed.

Describe checkpoints that have been established to measure progress:

4. Weekly meetings with the parts manager, service manager, and monthly review with myself. Parts manager and I will do the DMS scorecard to track progress.

Date(s) for review: Weekly starting after the April 15th install. Beginning of each month to track progress.

5. Estimated cost for implementation: The only possible cost would be training for parts employees on Text messaging rules. Should be minimal

Projected Date of Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

We will sell more parts by having them instock. Increasing parts and service profitability. Customer satisfaction improve by having the parts available at time of service.