

## Parts Manager Conversation

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? *NONE*
  2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? *NOT THAT I'M AWARE OF.*
  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)? *UNKNOWN!*
  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? *NONE THAT I KNOW OF!*
  6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? *PARTS MANAGER + COUNTER PEOPLE*
  7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? *YES, THE GM + PART MANAGER*
  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? *UNKNOWN, CAN'T SAY.*
  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? *NO*
  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)? *NO, NO*
  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? *NEVER HAVE*
  12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? *I DON'T, WE DO USE COUPONS, JEROMEY*
- DOES THE WED SITE.*

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? *NO,*
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? *JUST WHAT IS OFFERED FROM NISSAN AND SUBARU*
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? *YES, DISPLAYS IN SHOWROOM.*
16. What would help you sell more accessories? *—*
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*
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? *NO IDEA.*
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? *NO PROCEDURES IN PLACE.*
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? *SOMETIMES. YES. IF YOU HAVE PART SELL IT, IF NOT ORDER PART. IF WE DON'T HAVE THE PART AND DIDN'T SELL IT... LOST SALE IT!*
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? *SERVICE NOT GETTING CUSTOMER IN FOR APPOINTMENTS.*
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? *SPORD, UNKNOWN.*
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.)? *PHASE IN: 3 HITS IN 3 MONTHS  
PHASE OUT NO HITS IN 90 DAYS 3 MONTHS.*
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? *?*
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? *OFFER TRAINING.*