

## **Fixed Operations One Homework Assignment**

**The following are Excel exercises found in the Post Class Excel Template:**

- 1. Perform the First Time Fill Rate exercise on 50 repair orders. Do not include "One item oil changes", Special Ordered Parts repair orders, or factory recalls. Consider standing where the techs collect the parts from the counter. If they ask for 5 parts and they get all 5 then on that repair order the parts inventory would get a 100%. If they did not get all 5 to finish the repairs then the Parts inventory would get a "0" % (25 points).**
- 2. Complete the DMS Scorecard for one month. Be sure to color code the inventory conditions. (25 points)**
- 3. Complete the Post Class Action Plan. The Academy would recommend that you attempt a small problem rather than one that takes many months to complete. It needs to be very detailed and clear as to the necessary steps to correct the deficiency. (100 points)**

**The following are found in the Post Class Word Document:**

- 1. Have your Parts Manager answer the 78 questions provided in the Post Class word Document. This is a learning/understanding exercise. It is recommended that you answer the questions with the manager. Confer and provide suggestive actions. Change the color of the font to distinguish the answers. (50 points)**
- 2. The sponsor action plan verification form is on the word document. Copy and paste that form to be signed by your sponsor. Scan it to a PDF and place it with the Excel and Word documents prior to placing them into its drop box on your class site.**
- 3. These three files must be submitted to your class Dropbox site together. Reach out if you have questions.**
- 4. There is a Post Parts Class Threaded Discussion that will be activated exactly two (2) weeks after your classroom session ends. It is due the Monday before your Service Class starts. You will be required to post the one topic that you came away with from the parts class that you have already activated or plan to act upon with the parts department. Once your peers start posting theirs you will be required to respond to at least three with points of clarification and reinforcement. This has a point value of (300 points).**
- 5. Finally: Best Parts idea needs to be posted to your class site Parts Best Idea Threaded Discussion. This should be an idea**

**that helps control expenses or increases sales or gross profit. Please have all of them read just prior to your parts debrief the Monday of your Service Week. The class will ballot on the best idea at the 9:00AM break.**

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## Parts Manager Questions

Have your parts manager answer the **78** questions found in this zip file. Confer and provide suggestive actions. **(50 points) Provide your answers in a different color font.**

1. How often is your dealerships source pricing levels reviewed for competitive maintenance and heavy repair? **Reviewed As needed by parts director.**
2. Compare the pricing policies in the parts department and see how competitive your Dealership is within your area. **Parts pricing for retail/ shop is controlled by the service director and parts director.**
3. Verify with the use of market surveys on selected parts prices in your area as to whether you are competitive with others. You don't have to be the lowest to sell more, but too little or too much profit can keep you from being competitive. **We are competitive and price match as well.**
4. Does the computer system you have follow one or more of the pricing guides for various types of customers? Review the pricing structure with the manager and determine areas of profit potential. Policies in wholesale, retail counter, service department, employees, etc., need to be established. **there are pricing policies in place for wholesale, retail, internal, warranty and employees.**
5. Do you have in place policies and DMS controls (via Exception or Deviation Reports) to prevent counter people from changing the pricing structure during daily transactions? What about Service Advisors? **The screen to access the pricing policies are passworded. the service advisors can change and use discounts etc.**
6. Is there a process followed to prevent the costing of parts at other than the established factory (OE) cost within the dealership when parts are placed into the inventory? (done through the use of +/- inventory adjustment account(s)) **Yes**

7. Regardless of parts cost (due to various sourcing opportunities (Jobber/Wholesale Distributor), are they all costed at the same factory price to maintain accurate inventory value? **yes, generally the only exception is if cost is higher; ie purchasing from another dealer**
8. How are discount purchases tracked in the system to show additional profit based on the cost of the part from a particular source other than factory price? **There is a discount earned source to track**
9. Do you have an internet presence for your parts department? **yes**
10. What type of merchandising programs do you have in effect? What is the relative cost versus sales generated as a result of the programs? **no**
11. Is an outside salesperson active in your parts department? Are the sales at a level that “pays” for the employee or could the accounts be maintained on a part-time basis by the manager? **No outside salesperson**
12. Do you have factory merchandising dollars available, and if so, how much of those dollars have been spent year-to-date by the dealership? What must be done to qualify for more expense sharing in merchandising by the factory and the dealership? **I’m sure there is but I do not know the information to answer.**
13. With the growing use of mobile smartphones by customers do you have a mobile ready website? **[www.nissan24autoparts.com](http://www.nissan24autoparts.com) is mobile friendly.**
14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated? **yes, we only use the coupons that nissan provides quarterly.**
15. Pay plan reviews should be made at least on a monthly basis. When has a comparison been made between departmental gross profit and the personnel expenses for the department? Is the current sales level providing a sufficient profit for the pay levels established for the parts employees?  
**I am not part of this decision process.**
16. Does the parts department actually seek additional revenue or “live off” the sales of the service department only? If not why not? **Yes, we are always looking for new wholesale opportunities.**
17. Is a program set up to sell accessories to the customer in the sales department as well as the parts area of the dealership? If not, are you leaving potential sales and gross profit on the table? **There is no internal “spiff” programs to support this. There is definitely potential here. Our accessory numbers should be better.**

18. Do you review wholesale customers weekly to see if parts sales dollars per customer and returns justify the expense of conducting business with them? For example, delivery 30 miles out of town to a customer ordering \$300 a month of parts at Cost+20% may not justify the delivery service. **We don't do it weekly, but this is a normal practice for us when setting up new customers and current.**
19. Do you study your wholesale market opportunity with the dealership's area of influence? Who's the major player and can you unseat them? Can you make a difference against your competition? Can you deliver 2-3 times a day? Within what mileage radius? **We utilize this to determine areas of potential new customers. We have Quirk to our north and Mastria to our south. It is a tough wholesale market in our area. I believe with the addition of our other stores if a plan was put in place utilizing the locations and inventories we could take a chunk out of each and become a 3rd big player in the wholesale market. We already make 2 runs a day within a 20 mile radius.**
20. Who verifies the "wholesale" customer applications to make certain they are really true wholesale customers? Are your state Tax-ID/Wholesale Certificates current (within the last two years?) **we do require tax id certificates filled out when new accounts apply if they have it. We also check online to make sure there is real shop, and not just a house. As far as charge accounts the office manager handles credit applications. The wholesale / resale certificates are out of date and need to be updated. This isn't done annually currently.**
21. Discuss monthly expense control with the parts manager and identify specific areas under the manager's control. If expenses are allocated and not charged on a controlled basis, consider basing pay programs on sales or gross rather than net profit as part of the plan. **Expenses are in line within the parts dept. Need major changes in service.**
22. Who determines credit approval for parts customers and what screening system is applied? Who follows the receivables list in a timely manner to make certain payment is made by the customer without exceeding the account limits? **the office manager handles credit applications**
23. Is the financial statement for the parts department given to the manager and discussed on a weekly/monthly basis? **NO**
24. What are the special parts ordering policies for SORs? Where is it written and posted? When was it reviewed and what level of management approved it? **Special orders must be prepaid before ordering with the understanding that it is a part not normally stocked and cannot be returned.**
25. Do you require 100% pre-payment on these parts? Do you differentiate between Counter Retail/Wholesale and Service RO? **Yes, special orders on repair orders**

are related to an RO number, where the retail/wholesale is associated with a parts counter invoice.

26. What time is set to retain these parts and then initiate a return? Is a return charge made on customer pay parts that are returned because the customer did not return for them within a time limit? **For the shop we generally hold on to the part for 3 months before returning to Nissan. No return charge for the service department unless it is unreturnable. For wholesale/ retail there is no returns on electrical items and special ordered parts. No refunds after 5 days. If return is accepted then its subject to a 20% restocking fee.**
27. Who are the parties that are involved in the SOP process start to finish? **all parts personnel are responsible.**
28. Are special order forms completed in a legible manner so that the customer information can be read? **all electronic**
29. Where are special order parts for the service department located? Who notifies the customer the part is in, and who determines when to send the parts back if no response is made by the customer? Is anyone designated to follow up on SOP's, the lack of return? **special order shelving in parts. BDC notifies and follow ups. we generally do not keep a SOP for more than 3 mos**
30. See if special order parts are carried in a separate section of the parts inventory to maintain control. Or they inserted into the regular inventory? **they are flagged as ordered for another customer is there is a request for it.**
31. Who administers and controls the Purchase Order system (DMS/book)? What dollar amount of fixed asset purchase can be made without approval above parts management level? Who sets and monitors these \$\$ levels and total open PO's and open PO \$'s? **controller**
32. Does anyone other than the parts manager have direct purchasing authority from outside vendors? Who oversees the Parts Manager? (Double signatures, Perusing the Parts Dept. purchase invoices) **Parts Director oversees. parts counterman can order parts from parts stores. parts manager reviews sale and writes PO**
33. Who established internal parts pricing policies? Are all internal purchases centralized and run through the Parts Department for control purposes?  
**Parts director / general manager**
34. Does the value of the parts inventory on the parts computer exceed, or is it less than, the financial statement dollar amount? (Monthly Reconciliation Exercise)  
**Exceeds.**

35. If the accounting inventory value is higher than the parts computer, look for the parts inventory missing items (uncontrolled inventory). (Monthly Reconciliation Exercise) **done**
36. If the accounting inventory value is less than that of the parts inventory value does this indicate an abnormal condition? (If not, why?) (Monthly Reconciliation Exercise)
37. If LIFO is used, when inventory value is used to calculate days' supply, etc., the actual value should include the LIFO reserve. **We review monthly sales, and utilize the DMS to help determine how much to have in stock.**
38. Is there an employee responsibility to function chart as was discussed in class? Are there specific inventory transactions (Grading, Ordering, Receipting, Posting, Adjustments, Bin Count Inventory, Returns, Cores/Dirty Cores) assigned to each of the employees in the parts department? (Functions vs Employee Exercise)  
**There are duties that all parts department employees must handle daily, some are specific to their job role.**
39. Who controls the training programs for the parts employees? When was it last reviewed? Is it part of a yearly review with the employee and is it part of the employee's pay plan? **Nissan controls the programs available based on the job role. It is not part of the employees pay plan**
40. Are records kept of the training for each person and when did someone last take online DMS refresher training? Parts Catalog training? OE/Manufacturer specific training? **The DMS provides courses both mandatory and optional. Parts catalog and OE specific training are through the Virtual academy and is reviewed**
41. Has your Parts Manager ever taken a departmental Financial Management class like the ATD Academy? When was the last time they attended any formal Parts Management training? **No**
42. A computer system diagram with specific terminal equipment positions should be made and a flowchart of work routine should be made. Determine if the equipment meets daily needs and if the equipment is in the right locations. Is the volume of business at a level that requires more system hardware, or does it require less? **Currently in line with volume.**
43. How much of the replenishment/daily order is manually adjusted? Does it exceed 10%? Who makes the stock replenishment changes, and what are the reasons for the majority of those adjustments? When was it changed last and by whom? **Less than 5%, the computer suggests we have X in store but doesn't consider we get daily stock orders. Parts manager makes changes, it is changed daily, again as we get daily stock orders.**

44. Is the trend of those changes in question #42 a positive or negative trend? **Neither**
45. What is the percentage of stock order from the factory versus outside purchase (emergency purchases)? **90/10**
46. Where are the computer-generated management reports printed and stored are they used on a daily? (CDK MGR Report) How are the management reports utilized? **Daily management reports print daily and are reviewed by the parts manager.**
47. Is the DMS Summary used to track inventory trends? When will you incorporate the DMS Scorecard that you learned about in class? Are there areas on the DMS scorecard that you couldn't find and if so who at the DMS is helping you to find those answers? **All areas were found.**
48. How often is your Parts Inventory adjusted for errors in part value or part quantity? (Moments in Time) **It is adjusted as needed only after an investigation is conducted to how there is a discrepancy.**
49. Have the fifty most active parts numbers been checked for parts bin count accuracy? (Moments in Time) **More frequent bin checks would be a benefit to the department. Not done enough.**
50. Are the transactions for each day reviewed by the parts manager to make certain that any adjustments made (plus or minus) are accurate? **This is done monthly off of the report that prints.**
51. Have you given the Lost Sale Quiz to the parts Manager and Counter-people? Others in the dealership? **Yes**
52. Are true lost sales being tracked in your DMS? Who can log a Lost Sale? **All parts personnel can log a lost sale, they are reviewed.**
53. Who reviews the Lost Sales? When are they reviewed? **Parts Manager / Monthly**
54. Are emergency ordered part numbers reviewed to see if they qualify to be phased in? Is the Test/Non Stock/Watch feature of the computer system utilized to test which parts to stock (Phase In)? **The DMS tracks all OEM part numbers and will suggest parts to be ordered as demands are met. Parts eye uses region sales and trends to add parts into inventory or suggest a return for the same.**
55. What demand history does it take to place a part on the inventory stock order or in inventory? Time limit and quantity are generally managed by Vendor Managed Inventory systems? **Usually if there is a 3 demands for a part within a 6 month period will add the part to the suggested order. However, parts eye currently controls what we should stock and demand is factored in and also regional sales.**

56. What is your Compliance % level for your inventory with your Vendor Managed Inventory, RIMPRO? **NA**
57. Are all parts sold by the department placed in the Parts inventory and then sold from the inventory? Do you stock any items that aren't in your inventory (Shop supplies, get ready, bulk fluids like washer solvent)? **Yes, put into inventory then sold. We do stock other items not in inventory like washer fluid etc.**
58. Are the procedures for shipping and receiving written or all verbal? Who's responsible for reviewing and updating these policies and procedures? **All verbal, Parts Manager and Director**
59. Who files damage claims on parts shipments received? **Parts Manager**
60. Who receives parts orders, and how are they received? Is the original stock order transmitted to the factory cross-checked? What do you do about discrepancies? **3 out of 4 employees have access to receive orders. Stock orders are reviewed by manager before submitting. Discrepancies are filed by parts manager also.**
61. At a minimum, is perpetual inventory verification done in conjunction with a physical inventory on a yearly basis? **Yes**
62. Who applies and loads the monthly price updates? **Loaded nightly by Nissan and DMS**
63. Are parts cost adjustments (monthly price updates, bin count irregularities and emergency purchases at more or less than OE cost) tracked by someone in the dealership or is a periodic inventory adjustment method utilized (like once a year)? **I believe it's done once a year when inventory is conducted.**
64. What adjustments were required after the last physical inventory to the dollar value, etc., of the inventory? **It was a positive adjustment.**
65. Are all obsolete parts that are on the inventory physically in the store? **yes**
66. Are they separated into a special area to be controlled and tracked for sales history? Separate source? Change bin location by adding a J for easy identification by counter persons? **All parts are tracked by sales history, when certain values are met the DMS it will move the parts into a faster moving source and vice versa if no sales. When the part is deemed obsolete it will be moved to the return area where it will be return to the manufacturer.**
67. Who verifies the completion of the repair orders between the first and second month they are reported in the work-in-process status? **Service Manager**

68. Do the Parts, Service and Body Shop Managers along with the Office Manager/Controller together follow up on all Work in Process (WIP) tickets and verify that they are closed out in a timely manner? **I believe all parties are involved except the parts department.**
69. Is a daily operating report of sales, gross profit etc., being provided to the parts manager for review by him (DOC)? **Yes**
70. What is the months' supply of the inventory? Does this match the students calculations found in their FS Parts Excel template? Are too many parts stocked in the inventory based on this calculation? **1.3 months supply matches. No.**
71. What is the true turn of the inventory? Does that match the students calculations found in their FS Parts Excel template? **5.5. Yes.**
72. Is the inventory area large enough for the current level of business? Answers to this question can be obtained when the student does the FTFR (First Time Fill Rate) exercise. **Yes**
73. Where are the Dealership's policy and procedures manuals located and who handles the review with the manager and his employees? Who has verified that the manual is located in an area that allows for easy access? **The companies policies and procedures are in a binder at the parts counter. Manufacturer policies and procedures are located on NNA.net**
74. Is your Parts Department locked up each night? Who has keys? **Yes, Parts personnel have access as needed along with the service manager and general manager.**
75. Do your Counter-people have a cash drawer? Who balances the drawer? **NO**
76. Is there a policy in place for overages for the cash drawer/balancing? **Yes**
77. Do you have security cameras in the Parts Department? Who has access to the tapes/CD/backup? **No**
78. What one thing can your organization do to help you do your job better? **communication**