

Parts Manager Questionnaire – Jesse Letourneau

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)?
Our parts manager has 37 years of experience with Ford and has had on-hand training throughout the years. He has also taken business classes and went to his first NADA meeting last week in San Antonio, Texas.
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?
Our parts department does not have a vision statement.
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?
Our parts manager has never tracked the first-time fill rate.
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?
55% of our business comes from inside and 45% comes from outside.
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?
Our parts manager emphasizes to all our staff to adhere to our pricing structure and to withhold from making changes.
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?
Parts personnel and our parts manager have the ability to change or override parts pricing at the dealership.
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?
No, we are not at retail pricing for internal (PBE). Internal parts pricing policies have been established by our parts manager. They are current.
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?
As per our parts manager, in Canada Ford only pays parts plus 40% on parts.
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?
Yes, running ROO and going through it weekly in order to stay on top of everything.
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)?
Yes, the financial statement is discussed with our parts manager monthly.
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?
Our pricing strategy is retail plus pricing metric and is reviewed monthly.

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?
Our parts manager tries to review this bi-weekly in order to stay on top of it.
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?
Yes, our parts department has an online eStore. Forms and queries are done daily in order to respond in a timely manner. Leads and questions go to our parts manager.
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?
Training is available through Ford online or through STARS monthly.
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?
For both new and used customers, accessories are typically upsold by our salesmen or sales managers while they are writing up deals and looking at different options for vehicles.
16. What would help you sell more accessories?
Having better stock at all departments within Ford would help us.
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?
Yes, our parts managers reviews our wholesale customers every month.
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?
No, our parts manager did not know this information.
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?
Our parts manager does on-going spot checks to ensure the accuracy and integrity of inventory.
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?
Lost sales are tracked through CDK, there is not a common definition within the dealership that counter people understand.
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up?
Getting ahold of the customers when it is time to be installed or picked up. Phone calls seem to be a difficult way to communicate because people can be hard to get ahold of or ignore calls.
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?
The biggest cause of frozen capital or obsolescence would be special order parts for the shop. Our parts manager does not know the current dollar value of our obsolescence.
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.)?
It is all set through CDK for our parts department to follow.
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?

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25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively?

Make sure everybody shows up for work. If one person is away sick or on a holiday then the parts manager will work phones, back counter, side counter or shipper receiver. This takes away from his daily roles; therefore, having a better system in place for this would help our parts manager do their job more effectively.