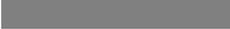


First Time Fill Rate

DEALERSHIP NAME	Paul Clark For	rst time fill ra	87.88%
DATE	RO'S	1st Time	Same Day
3/6/2018	12	11	0
3/7/2018	14	12	0
3/8/2018	16	14	0
3/9/2018	13	12	0
3/12/2018	11	9	1
Totals	66	58	1



Rate %
91.67%
85.71%
87.50%
92.31%
81.82%
#DIV/0!
87.88%



REYNOLDS 2213						
Stocking Status	Inventory Value	% of Inventory	Guide			
INVESTMENT						
Normal or Active Stock			#DIV/0!	over 70%		
Automatic Phase Out			#DIV/0!	Less than 30%		
Dealer Phase Out			#DIV/0!	Less than 1%		
Manual Order			#DIV/0!	Less than 3%		
Non Stock Part \$'s			#DIV/0!	Less than 5%		
Non Stock Part #'s*			MEMO	Greater than 70% of PN's		
Core Clean			#DIV/0!	PART #		# PIECES
Core Dirty			#DIV/0!	PART #		# PIECES
Replace by hold RBH			#DIV/0!	PART #	NA	# PIECES
				NA		
Total Inventory	\$0		#DIV/0!			

REYNOLDS

Activity	Value	% of inver	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invent
4-6 Months		#DIV/0!	23%	
7-9 Months		#DIV/0!	2%	65% Will likely become
10-12 Months		#DIV/0!	included	85% Will likely become
13-24 Months		#DIV/0!	0%	Technically Obsolete
25+ months		#DIV/0!	0%	
TOTAL	\$0	#DIV/0!		

GOOD
WARNING
DANGER
GREAT
Seldom used
OK....BUT..
OUCH !!!!!!!!!!!
YIKES

;

and active			
ory			
	OBSO POSITION MATH DONE BELOW		
e obso	.65 TIMES THE 7-9 MONTH VALUE	\$0	
e obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
e	PLUS THE 13-24 MONTH VALUE	\$0	
	PLUS THE 25+ VALUE EQUALS	\$0	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
Normal or Active Stock			#VALUE!	over 70%
Automatic Phase Out			#VALUE!	Less than 35%
Dealer Phase Out			#VALUE!	Less than 1%
Manual Order			#VALUE!	Less than 3%
Non Stock Part \$'s			#VALUE!	Less than 5%
Non Stock Part #'s*			MEMO	Greater than 70% of PN's
No Phase Out	Not on ADP			NA
Repace by Hold	Not on ADP			NA
Clean Core			#VALUE!	p/n pieces
Dirty Core			#VALUE!	
Total Inventory		#VALUE!	#VALUE!	

ADP

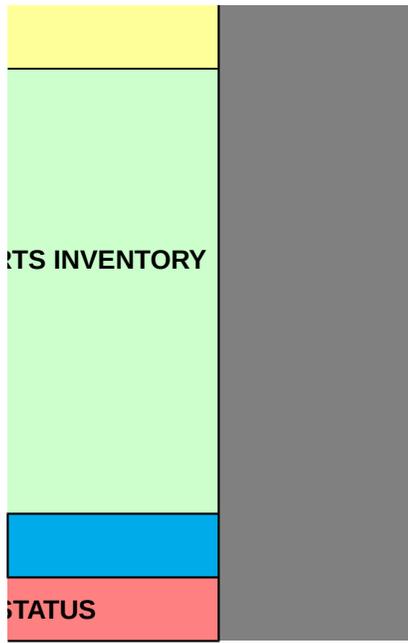
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months			#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months			#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months			#DIV/0!	75% will likely become Obso 2%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is g
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory	\$0		#DIV/0!	

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		0
uide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

DEALER TRACK STATUS			MONTH O February			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			4.70%	113	109	\$4,709.76	0.7
ACTIVE PARTS: EXCESS STO			48.60%	485	7,162	48,710.51	LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			3.50%	79	64	3,528.45	LESS THAN 1 %
ACTIVE PARTS: TO PHASE OUT			0.00%	0	0	0.00	LESS THAN 30%
TOTAL ACTIVE PARTS			56.80%	677	7,335	\$56,948.72	
SUPERCEDED W/ON HAND			0.80%	20	38	803.59	LOW DBL NUMBERS
INACTIVE W/ON HAND			42.40%	767	2,403	42,432.78	LESS THAN 30-35%
TOTAL INV. TO SELL			100.00%	1,464	9,776	###	
CORES ON HAND				5	5	145.00	LOW PIECE COUNTS
NEG-ON-HAND				7	12	895.56	LOW DBL NUMBERS
TOTAL OF INVENTORY				1,476	9,769	\$99,434.53	
PARTS ON OPEN R. O.'S				118	245	7,585.36	ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY				1,594	10,014	###	
NOT ON FACTORY MASTER				7,358	1,537	7,385.66	MINIMAL
PARTS WITH OUT COST				15	0	0	MINIMAL
INVENTORY AGING BY LAST SOLD							
			VALUE	%	ACUM %	INSTRUCTORS NOTE!	
NEVER SOLD			6,629	6.70%	6.70%	THIS IS TECHNICAL OB!	
ONE YEAR AGO PLUS			4,608	4.60%	11.30%		
ELEVEN MONTHS AGO			1,562	1.60%	12.90%	THIS IS POTENTIAL OB!	
TEN MONTHS AGO			1,990	2.00%	14.90%		
NINE MONTHS AGO			2,327	2.30%	17.20%	THESE PARTS WILL BE IN A "AP" STATUS IF Y SET AT 0 IN 6	
EIGHT MONTHS AGO			3,780	3.80%	21.00%		

SEVEN MONTHS AGO		5,011	5.10%	26.10%	
SIX MONTHS AGO		1,350	1.40%	27.50%	THIS IS YOUR ACTIVE HEALTHY PAR
FIVE MONTHS AGO		4,527	4.60%	32.10%	
FOUR MONTHS AGO		5,388	5.40%	37.50%	
THREE MONTHS AGO		9,351	9.40%	46.90%	
TWO MONTHS AGO		7,218	7.30%	54.20%	
ONE MONTH AGO		42,360	42.70%	96.90%	
CURRENT MONTH		3,041	3.10%	100.00%	
TOTAL INVENTORY		99,142	100.00%		
CORES WITH ON HAND		145			CONFIRM DIRTY & CLEAN S

CLASS	COLOR
	SCORING
	WARNING
	DANGER
	GREAT
	Seldom used
	OK....BUT..
	OUCH !!!
	SO
	SO
	OUR PHASE OUT IS

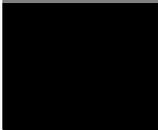


UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part \$'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

UCS

Investment		NADA			
Activity	Value	% of inver	Guide	Notes	
Current TO 3 Months		#DIV/0!	75%	this is your current a	
3 to 6 Months		#DIV/0!	included	healthy parts invento	
6-9 Months		#DIV/0!	23%	65% Will likely becom	
9-12 Months		#DIV/0!	2%	85% Will likely becom	
12 Months + Over		#DIV/0!	included	This is your Technical	
		#DIV/0!			
		#DIV/0!			
TOTAL	\$0	#DIV/0!			

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK....BUT..
- OUCH !!!!!!!



and active
ory

ie obso	\$0.00
e obso	\$0.00
OBSO	\$0

	\$0.00	#DIV/0!
--	--------	---------

Departmental Action Plan

Dealership **Paul Clark Ford**

Academy Week **Week 2 - Fixed Operations - Parts - February 5-9, 2018**

Class &

Current Situation

We've had turnover in our Parts Department. We've had over four counter associates. We have a training program in place for our new counter associates. I believe if we had more counter associates we would have more tenure in the Parts Department amongst our counter.

Overall Objective:

Design a four week long training program that covers all needed knowledge and skills. Incorporate shadowing other areas of the Service Department to promote cross-training. Create a seamless transition for the Parts Manager where all training topics are covered. The Parts Manager can still perform his job functions while overseeing the training program.

Proposed Timeline

The four week training program could be designed in one week. We would aim to complete the program by April 6th. On April 2nd we would have the Dealer Principal give his opinion of what we need. On April 3rd we would have the Service Director add his content to the program. On April 4th we would have the Parts Manager confirm the program. April 5th-6th will involve the Parts Manager confirming shadowing topics and content suggested for the program as well as adding his own.

Action Plan

Describe necessary actions to reach desired result: The Parts Manager would meet with the Dealer Principal, Service Director, Office Manager (she trained our Parts Manager), and create a schedule of all the necessary topics that need to be covered as well as which counter associate should visit within. The Parts Manager should call around to 2-3 other NADA 20 Group to seek advice on cutting edge practices and how they train their counter associates. The Parts Manager should outline every hour of the training program (4 weeks long) and have it reviewed by the Dealer Principal and Service Director.

Requirements

1. Meeting with Dealer: The Parts Manager and I will meet with the Dealer on March 28th to discuss creating a training program for our parts counter associate position. We will discuss the times they are suppose to meet with the Parts Manager and contribute the necessary resources.

Action Proposed: To create a 4 week long training program that covers every topic needed for the counter associate position.

2. Meeting with stakeholder(s) (dealership personnel): We will communicate the the managers meeting. The follow up meetings with each manager and the Pa on the choosen dates mentioned above.

Describe what is in place to support desired goal:
Training: We do not have any formal training in writing for our Parts Departm

3. Accountability: Monitoring progress: The Dealer Principal will be responsible
Who: The Dealer Principal will check in with each manager on the day they we see how it went and if they contributed enough content to the training prograr
What: The Dealer Principal will make sure the training program is written dow
By When: The Dealer Principal will demand a final copy of the training progra
How: The Dealer Prinicipal will check in and monitor progress by signing into adding the content too

4. Describe checkpoints that have been established to measure progress:
Daily: For the week that the program is being designed the Dealer Principal w
Weekly: Once the counterperson is hired the Parts Manager will check in with program (4 weeks total) to let the Dealer Principal know how it's going. / Bi-w
Bi-weekly after the 4 week program is up to make sure the counterperson is th dealership. / Monthly: The Dealer will also check in monthly after that. /

5. Estimated cost for implementation: There would be no additional cost to the time from the managers. There could be a cost associated with letting the ne

Projected Date of Completion: April 6th, 2018 for the traing program. A few months after that to check in with Sponsor Signature: _____

Evaluation of Results: Include measured results. (± Metrics)

Impact Areas:
Sales: Having a knowledgable Parts Counterperson will increase sales. When they have the knowl in more sales for the department and a better experience for customers and technicians. / Gro: because there is no significant increase in expenses. / Expenses: These would increase sligh seminar and the investment of having them shadow in diffrent departments. / Net Profit: This v providing a better service internally and externally. With less turnover the Parts Department will be / CSI: This would be greater for retail customers because they will have a more pleasant counter will be more knowledgeable, make orders instead of take orders, and overall provide better custom

Student Name Paula Clark

Student Number N333-39

sociates in the last six months yet we have no a clear training program and designated tasks

nd introduces the employee to the dealership. ss training and show a future with the rg is laid out for the new employee and the g.

m to have it completed from April 2nd to April should be included. On April 3rd we would uld have the Quick Lane manager add onto the imes with the managers and reviewing the

d need to get together with the Dealer and Quick Lane Manager in order to coordinate h departments and time frames the new Parts Departments in the Dealer Principal's heir new Parts employees. The Parts Manager n writing (Google Docs) so that it can be

rch 27th at the Managers Meeting to discuss notify the other Managers within the meeting of ir content for the training program.

hing they need to know about being a Parts

**PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT**

creation of the new training program within
Parts Manager will be scheduled during that time

ent at this time and that is what we are trying

for keeping all parties accountable.
we suppose to meet with the Parts Manager to
n.
in full (by the hour) and completed.
in his possession by April 6th.
the Google Doc that the Parts Manager will be

will check in with the Parts Manager daily. /
the Dealer Principal each week of the
weekly: The Dealer Principal will check in
arriving in their new position at the

training program. It would just require extra
w counterperson attend one seminar in their

ledge to order parts, orders can be made faster resulting
ss: Gross would be in line with the increase in sales
tly due to the costs of sending the counterperson to a
ould increase by 5-10% due to the Parts Department
e more stable and increase volume of orders over time.
person advising them on what part they need, he or she
ner service when better trained. /