

## Parts Manager Conversation

Collaborate with your Parts Manager to answer the following questions. Use this opportunity to share new ideas from the class and to coach your Parts Manager on how they can be implemented. Be sure to respect their expertise. **Provide your answers in a different color font.**

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? **ASE Parts certification P2, 13 years parts experience.**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **We are using the WE STAND BEHIND Priority, Accountability, Respect, Timeliness and Satisfaction, received at NADA for Parts Dept.**
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? **Was not tracking until General Manager came back from Parts class.**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **92% from inside sales compare to Wholesale we do not do much Wholesale.**
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? **Only Parts Manager/Service Manager has access to change pricing structure.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Service Manager/Parts Manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Yes, retail pricing on Internal. General Manager reviews all Internal set the same as customer pay.**
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? **We are at 57.04% as Armitis did a parts evaluation in August 2022, when General Manager Melissa Elmore took over.**
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, they maintain these together and monitor them daily.**

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, we discuss these and monitor them in weekly manager meeting on Mondays.**
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? **40% @ 1.67%, We do adjust accordingly to earn business when needed.**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Monthly with dealer inspire. Weekly as Parts Manager.**
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? **Revolution Parts, Managed by Parts Manager and assistant.**
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? **We have recently introduced sales training to our parts department, since General Manager came back from Parts NADA class.**
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? **Sales Service Walk after the sale.**
16. What would help you sell more accessories? **100% Sales Service Walk/Displays and a boutique.**
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, we do not have a very big wholesale presence.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **Yes, we have a Parts Manager and one helper and keep these numbers handy.**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **We count a shelf weekly and spot check inventory and if a variance occurs we track these and make changes accordingly. We verbally talk about these in Managers meeting with all.**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **We are now tracking all lost sales since**

General Manager arrived back from NADA Class. Part 3 times over 9 months not available to fill order or we have to go get it even if we get it that day.

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Scheduling the customer time to come in and finalize the appointment.**
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? **Purchase of dealership in 2018 as they purchased everything. \$141,018.59 dollars of obsolescence taking up room/space and money. Not tracking or previous managers knowing how to dispose of this properly.**
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.)? **1 year and no sales is Obsolescence.**
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? **8 new to dealership parts management.**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Support and Training as needed. Provide information on General Manager learns and shares.**