

First Time Fill Rate

DEALERSHIP NAME		First time fill rate			
DATE	# OF RO'S	RO's Filled 1st Time (Right Away)	RO's Filled the same day Same Day	RO's Not Filled Same Day	Actual 1st Time Fill Rate %
2/7/2023	5	4	1		80.00%
2/8/2023	5	4		1	80.00%
2/9/2023	5	5			100.00%
2/13/2023	5	5			100.00%
2/14/2023	5	4	1		80.00%
					#DIV/0!
Totals	25	22			88.00%

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)? **Training from Motors at managers meetings. Had 15 years parts manager experience from Richfield Honda. Trained by Reynolds & Reynolds personal trainer.**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **We do not. Just basically get the customer handled in a timely fashion and in a friendly productive way.**
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? **89.7%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **60% from RO/Internal/Warranty/Body Shop. 40% from Counter Retail & 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? **Certain price level codes to bill parts. Retail = pc100 Wholesale = pc250 Internal = 330**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Parts counter people can change. Service can only coupon to discount parts.**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **No. The internal pricing is ultimately up to the general manager. It was set in a meeting with all managers present.**
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 petitioned 8-10 years ago. We received 82% above cost (AHM0. 66% above cost for (Subaru)**
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? **We**

receive reports from motors on a monthly basis to keep track and get most open invoices closed by month end.

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)? **Not discussed but we review the doc sheet on a daily basis.**
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? **Matrix pricing / check doc sheet on a daily basis.**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Maybe once every 3 months or so.**
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? **Leads and questions are emailed to parts@bloomingtonacurasubaru.com for everyone to reach out.**
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? **Only manufacturer training. Basic training is done by "on the job" training.**
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? **They are only offered through what the sales staff has been trained on how to present them.**
16. What would help you sell more accessories? **Maybe be involved more on the sales training.**
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, once every couple months or so. Check in with them on return %.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **Sorry, I have never looked into this.**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Month end reconciliations every month!**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **If we don't have the part to hand out and take care of the customer that day. "lost sale"**

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Getting the customer scheduled back in and commit to service.**
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? **We don't have much. \$5337.95**
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.)? **No sale in 9 months. SRA monthly part returns.**
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**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Have more training from Motors on more accessible training.**

PARTS HOMEWORK – ACTION PLAN

S Specific **M** Measurable **A** Achievable **R** Relevant **T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15."

S **M** **T**

Our goal is to improve our wholesale sales. Parts manager will stop in to other shops looking for new business. He will try two new shops per week, every week for the next 6 months for a total of 48 shops. As we pick up additional accounts we will increase sales by \$20,000 per month. Our goal is increasing monthly sales by \$120,000 per month by the 6th month. Eventually generating \$1,440,000 in additional sales from the 6 month mark through the next year.

How does this goal align with or support your dealer's vision?
What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?
Why is this goal important to you?

R

Essentially, we'd like to help and assist as many people as we can in the most helpful, productive way. The benefits of achieving our goal are to bring more sales our way as well as create more profit. While creating more profit we will see happier employees with larger paychecks.

The consequences of not achieving our goal is losing out on business and profit that is available to us if we work for it.

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve? For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.



SPECIFIC ACTION/STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
Parts mgr	Business	Parts	Build	Aug. 31st.		<input type="checkbox"/>
will introduce	card	manager	relationships			<input type="checkbox"/>
himself to	+		and	2 per		<input type="checkbox"/>
2 new shops	introduction		create	week.		<input type="checkbox"/>
each week.			more	8 per		<input type="checkbox"/>
Ind. serv. shops	shared		wholesale	month.		<input type="checkbox"/>
Body shops	Excel		accounts	48 intros		<input type="checkbox"/>
municipalities	Spreadsheet			over		<input type="checkbox"/>
				6 months		<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

PARTS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

S M A T

We will create a shared Excel file to track business' visited. Parts manager will enter shop name, date visited, who he spoke to and if they are interested. Schedule a follow up a month later if we haven't received any business. I will check in once per month after roll out.

Potential Obstacles?

A

Finding the time to spend going out to these business'. Making it an ongoing mandatory process as there are many other tasks and things to work on on a daily basis.

Potential Solutions?

A

Delegating tasks the parts manager normally handles to someone else he trusts. Shouldn't take much more than an hour or two to pick a couple shops in a 10 mile radius. Maybe some shops we already do other business with. Fleet companies, smaller repair shops working with our preowned department, municipalities, body shops, independent repair facilities near by.

BOTTOM LINE! What is the financial impact (expressed in dollars) of achieving your goal?

S M R T

If everything went as planned we would increase gross profit by \$250,000+ per year in parts wholesale department.

CONGRATULATIONS! You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

S A

We will continue to pursue and maintain great relationships with our current and new wholesale accounts.

