

Nut-N-Fancy Special Order Parts Process

Assumptions:

All non-returnable SOP's are prepaid.

Nothing is special ordered without RO, Invoice, Good Customer Contact information and vehicle information.

Counter person has own shelf for his SOP's.

Process:

Part is special ordered for external or internal customers by parts counter person.

Special order parts arrive are receipted, scanned and label made.

SOP placed in Shelf system by counterperson section. Each counterperson has a shelf. (Visually shows issues)

Counter person alerts external customer and DMS alerts S.A

Counter person sets up pick up or delivery of part with payment.

S.A. daily task to facilitate installation of SOP on current job or schedule SOP customer that day.

S.A. also adds notes in system as to progress.

Parts and Service manager review all SOP's at weekly meeting.

Service manager reviews weekly we advisors and calls customer for appointments on stragglers.

At 60 days parts manager contacts S.A and Service manager to let him know the part will be returned by 90 days mark.

90 days the part is returned.

Responsibilities:

Parts counter person: Pre-pay non-returnable SOP's. Only order with correct information for customer and vehicle. Alert outside customers SOP is here and set up pick up or delivery. Places part correctly in SOP bin system and manages parts.

Parts Manager: Isolates problem SOP counter person issues based on bins and reports. Communicates with service manager once a week on status, service advisors and manager at 60 and 90 day marks when part is returned.

Service Advisor: Daily looks at SOP list in fast lane "CDK" and facilitate installation or appointment. Add notes. Alert Service Manager to issues during