

# First Time Fill Rate

ROYAL OAK FORD	Evan Hall N33	1st time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
4/9/2018	7	4	3	0	57.14%
4/10/2018	10	5	4	1	50.00%
4/11/2018	5	1	2	2	20.00%
4/12/2018	10	4	3	3	40.00%
4/13/2018	18	8	5	5	44.44%
					#DIV/0!
<b>Totals</b>	<b>50</b>	<b>22</b>	<b>17</b>	<b>11</b>	<b>44.00%</b>

REYNOLDS 2213						
Stocking Status	Inventory		% of Inventory	Guide		
INVESTMENT	Value					
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		Notes
			Guide		
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

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and active			
ory			
	<b>OBSO POSITION MATH DONE BELOW</b>		
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		Inventory	% of Inventory	Guide	
Stocking Status	INVESTMENT	Value			
Normal or Active Stock		\$220,559	88.72%	over 70%	
Automatic Phase Out		\$14,444	5.81%	Less than 35%	
Dealer Phase Out		\$111	0.04%	Less than 1%	
Manual Order		\$0	0.00%	Less than 3%	
Non Stock Part \$'s		\$8,694	3.50%	Less than 5%	
Non Stock Part #'s*		11,379	MEMO	83.92%	Greater than 70% of PN's
No Phase Out	Not on ADP			NA	
Repace by Hold	Not on ADP			NA	
Clean Core		\$4,800	1.93%	p/n pieces	
Dirty Core			0.00%		
<b>Total Inventory</b>		<b>\$248,608</b>	<b>100.00%</b>		

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	189,444	77.7	78%	ACTIVE INVENTORY at 75%
4-6 Months	23,249	9.53	10%	ACTIVE INVENTORY at 23%
7-12 Months	18,690	7.66	8%	75% will likely become Obso 2%
Over 12 Months	1,934	0.79	1%	Technical Obsolescence 2% is g
New parts no sales	10,491	4.30%	4%	Minimal Amount
<b>Total Inventory</b>	<b>\$243,808</b>	<b>95.723</b>	<b>100%</b>	

**COLOR SCORING**

**GOOD**

**WARNING**

**DANGER**

**GREAT**

**Seldom used**

**OK...BUT..**

**OUCH !!!**

**OUCH !!!!!**

ouch!!!

**OBSO POSITION**

is guide	.75 TIMES \$			14017.71
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uide	PLUS			1,934
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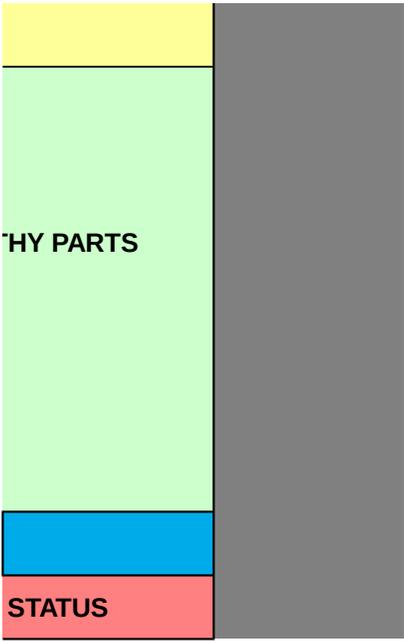
	PLUS			10,491
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	EQUALS	11%		26442.5
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DEALER TRACK STATUS			MONTH OF:			PROFILES BEST OF CLASS	
			%	0	PIECES	VALUE	
ACTIVE PARTS: STOCKED			#DIV/0!				70%
ACTIVE PARTS: EXCESS STO			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: UNDERSTOCK			#DIV/0!				LESS THAN 1 %
ACTIVE PARTS: TO PHASE OU			#DIV/0!				LESS THAN 30%
TOTAL ACTIVE PARTS			#DIV/0!				
SUPERCEDED W/ON HAND			#DIV/0!				LOW DBL NUMBERS
INACTIVE W/ON HAND			#DIV/0!				LESS THAN 30-35%
TOTAL INV. TO SELL			#DIV/0!				
CORES ON HAND							LOW PIECE COUNTS
NEG-ON-HAND							LOW DBL NUMBERS
TOTAL OF INVENTORY							
PARTS ON OPEN R. O.'S							ONE DAYS AVG SALES
VALUE OF TOTAL INVENTORY							
NOT ON FACTORY MASTER							MINIMAL
PARTS WITH OUT COST							MINIMAL
<b>INVENTORY AGING BY LAST SOLD</b>							
			VALUE	%	ACUM %	<b>INSTRUCTORS NOTI</b>	
NEVER SOLD				#DIV/0!	#DIV/0!	<b>THIS IS TECHNICAL OI</b>	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	<b>THIS IS POTENTIAL OI</b>	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATU OUT IS SET AT 0 IN 6	
EIGHT MONTHS AGO				#DIV/0!	#DIV/0!		

SEVEN MONTHS AGO			#DIV/0!	#DIV/0!	
SIX MONTHS AGO			#DIV/0!	#DIV/0!	THIS IS YOUR ACTIVE HEALT INVENTORY
FIVE MONTHS AGO			#DIV/0!	#DIV/0!	
FOUR MONTHS AGO			#DIV/0!	#DIV/0!	
THREE MONTHS AGO			#DIV/0!	#DIV/0!	
TWO MONTHS AGO			#DIV/0!	#DIV/0!	
ONE MONTH AGO			#DIV/0!	#DIV/0!	
CURRENT MONTH			#DIV/0!	#DIV/0!	
TOTAL INVENTORY			#DIV/0!		
CORES WITH ON HAND					CONFIRM DIRTY & CLEAN





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 invent	
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

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e obso	\$0.00
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OBSO	\$0
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	\$0.00	#DIV/0!
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## Departmental Action Plan

Dealership **Royal Oak Ford**

Academy Week **Week 2 Fixed Ops Part 1-Parts**

Class &

### Current Situation

Our parts department currently has the problem of not having a written plan for employees. It seems not that this area has been neglected, just that nothing in the parts department has very little turnover, so I believe the employees have just low expectations from the past. Furthermore, with the staff being more "seasoned" and giving verbal instruction. The newest members are the stock person, and truck positions that aren't important, and need little expectation. Because our parts department is growing soon, as well as shifting positions, this is an important step to the succession plan.

### Overall Objective:

Objective1: Set expectations of each position in the parts department  
Objective2: Educate employees on the different positions, and their importance  
Objective3: Implement process for employee education and job description  
Objective4: Manage and monitor process, adjust as needed.

### Proposed Timeline

Proposed Timeline, one month total starting May 1st  
Step 1: Week 1 Meet with employees. Review, and create detailed profile for each position  
Step 2: Week 2 Meet with parts manager. Work to write defined position expectations  
Step 3: Week 3 Finalize all positions, make adjustments as needed.  
Step 4: Week 4 Introduce employee expectation plan, make adjustments as needed.

### Action Plan

Describe necessary actions to reach desired result:  
Where we are at: Currently, the department has no plan for setting expectations in the parts department. Because we are near retirement of our manager, to keep the succession plan a plan of expectations for employees who may be changing roles soon, as we need to have a clear set of expectations from day 1.

Where we want to be: We want to have a defined set of goals for not only the individual employees in the department as a whole. We want these goals, and benchmarks to be clear and measurable to further the success of the parts department. In addition, if these goals and benchmarks are met, we will have a clear set of expectations for the future.

### Requirements

**Meeting with Dealer:**

1. **Action Proposed:** The action plan proposed above

**Meeting with stakeholder(s) (dealership personnel):**

All parts personnel, Dealer, Fixed ops director, Controller

2. **Describe what is in place to support desired goal:**  
Training / Coaching / ±Consequences related to results / Pain & Gain  
**Training:** Everyone could always use more training. Currently, the employees

**Accountability: Monitoring progress:**

**Who:** Parts Manager, Parts employees

**What:** Monitor the definitions, and positions within the department. Report back  
**By When:** This process will be on going. Especially because people within the responsibilities may shift.

3. **How:** A written set of policies and expectations clearly visible throughout the responsibility to meet their expectations. Managers job to follow up weekly th

**Describe checkpoints that have been established to measure progress:**

Daily / Weekly / Bi-weekly / Monthly /

4. **Date(s) for review:**

**Daily-** Employees will meet their specified requirements daily. They will have a

5. **Estimated cost for implementation:** In the beginning, I budget \$200 for poster

**Projected Date of Completion:**

6/1/2018

**Sponsor Signature:** \_\_\_\_\_

**Evaluation of Results:** Include measured results.

(± Metrics)

**Impact Areas:**

**Sales / Gross / Expenses / Net Profit / CSI /**

**Sales-** Increase in sales once all roles are defined, and all employees can know exactly what is expected more efficiently, which will allow counterpersons to focus on moving more product.

**Gross-** Gross will result as a byproduct of operating the department more efficiently. With the increased e improvement, and opportunity. Because the department only makes (\*\*\*)Insert profit on wholesale believe o immediatley explore.

**Expenses-** Expenses are projected to rise, but only minimally. This would be due to the increased training only from the manufacturer, but also training from third party sources.

**Net Profit-** Net profit is projected to go up, due to the increased efficiency of the department. With the c  
~~are able to be set and exceeded. Net profit will be impacted due to the increase of expenses due to traini~~

Student Name

Student Number

or job descriptions, and expectations for the  
as ever been set in place, and explained. The  
: known, or thought they've known their  
l," the department has just gotten away with  
k driver. These are probably seen as the  
department will experience a retiring manager  
n planning of the department.

ce

very position within the parts department.  
:tations, and requirements.

eded.

ns of the different positions within the parts  
:es of the department strong, we need to create  
ll as for new members so they can have a

individual positions of the department, but for  
ly defined and well known. This will help  
nemarks are clearly spelled out, we then

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

[Redacted]

[Redacted]

are current with their certifications. Once

[Redacted]

ck, and adjust definitions as needed.  
e department will eventually change, roles and  
department. Each employee will have  
at employees are meeting their expectations. If

[Redacted]

a checkpoints to make sure they are on target.

[Redacted]

materials, and bindings to display all roles and

[Redacted]

[Redacted]

of them. This definition will allow the department to operate

fficiency, the department will be able to determine areas of  
cost plus 5%\*\*) this would not be an area that we would

that the employees would receive on a regular basis. Not

