

## First Time Fill Rate

| DEALERSHIP NAME | NADA Motors | rst time fill rate |           |          |               |
|-----------------|-------------|--------------------|-----------|----------|---------------|
| DATE            | RO'S        | 1st Time           | Same Day  | Day      | Rate %        |
| 4/12/2018       | 11          | 6                  | 4         | 1        | 54.55%        |
| 4/13/2018       | 12          | 12                 | 0         | 0        | 100.00%       |
| 4/14/2018       | 9           | 9                  | 0         | 0        | 100.00%       |
| 4/16/2018       | 13          | 11                 | 2         | 0        | 84.62%        |
| 4/17/2018       | 15          | 10                 | 5         | 0        | 66.67%        |
| 4/1/2018        | 20          | 10                 | 6         | 4        | 50.00%        |
|                 |             |                    |           |          | #DIV/0!       |
| <b>Totals</b>   | <b>80</b>   | <b>58</b>          | <b>17</b> | <b>5</b> | <b>72.50%</b> |

| REYNOLDS 2213          |                 |  |                |                          |
|------------------------|-----------------|--|----------------|--------------------------|
| Stocking Status        | Inventory Value |  | % of Inventory | Guide                    |
| INVESTMENT             |                 |  |                |                          |
| Normal or Active Stock | \$133,233       |  | 63.37%         | over 70%                 |
| Automatic Phase Out    | \$45,286        |  | 21.54%         | Less than 30%            |
| Dealer Phase Out       |                 |  | 0%             | Less than 1%             |
| Manual Order           | \$3,287         |  | 2%             | Less than 3%             |
| Non Stock Part \$'s    | \$23,209        |  | 11%            | Less than 5%             |
| Non Stock Part #'s*    | 409             |  | MEMO           | Greater than 70% of PN's |
| Core Clean             | \$3,715         |  | 2%             | PART # # PIECES          |
| Core Dirty             | \$1,270         |  | 1%             | PART # # PIECES          |
| Replace by hold RBH    | \$259           |  | 0%             | PART # NA # PIECES       |
|                        |                 |  |                | NA                       |
| Total Inventory        | \$210,258       |  | 100%           |                          |
|                        |                 |  |                |                          |
|                        |                 |  |                |                          |

REYNOLDS

| Activity     | Value     | % of inven | NADA Guide | Notes                  |
|--------------|-----------|------------|------------|------------------------|
| Current      | \$44,141  | 33.13%     | 75%        | this is your current a |
| 1-3 Months   | \$37,431  | 28.09%     | included   | healthy parts invento  |
| 4-6 Months   | \$17,622  | 13.23%     | 23%        |                        |
| 7-9 Months   | \$14,005  | 10.51%     | 2%         | 65% Will likely become |
| 10-12 Months | \$17,549  | 13.17%     | included   | 85% Will likely become |
| 13-24 Months | \$2,485   | 1.87%      | 0%         | Technically Obsolete   |
| 25+ months   |           | 0.00%      | 0%         |                        |
| TOTAL        | \$133,233 | 100.00%    |            |                        |

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

|           |                                      |          |        |
|-----------|--------------------------------------|----------|--------|
|           |                                      |          |        |
| nd active |                                      |          |        |
| ry        |                                      |          |        |
|           | <b>OBSO POSITION MATH DONE BELOW</b> |          |        |
| obso      | .65 TIMES THE 7-9 MONTH VALUE        | \$9,103  |        |
| obso      | .85 TIMES THE 10-12 MONTH VALUE      | \$14,916 |        |
|           | PLUS THE 13-24 MONTH VALUE           | \$2,485  |        |
|           | PLUS THE 25+ VALUE EQUALS            | \$0      |        |
|           | OBSO AS A % OF TOTAL                 | ###      | 19.89% |

| CDK                    |            | Inventory | % of Inventory | Guide                    |
|------------------------|------------|-----------|----------------|--------------------------|
| Stocking Status        | INVESTMENT | Value     |                |                          |
| Normal or Active Stock |            |           | #DIV/0!        | over 70%                 |
| Automatic Phase Out    |            |           | #DIV/0!        | Less than 35%            |
| 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 |
| No Phase Out           | Not on ADP |           |                | NA                       |
| Repape by Hold         | Not on ADP |           |                | NA                       |
| Clean Core             |            |           | #DIV/0!        | p/n pieces               |
| Dirty Core             |            |           | #DIV/0!        |                          |
| Total Inventory        |            | \$0       | #DIV/0!        |                          |

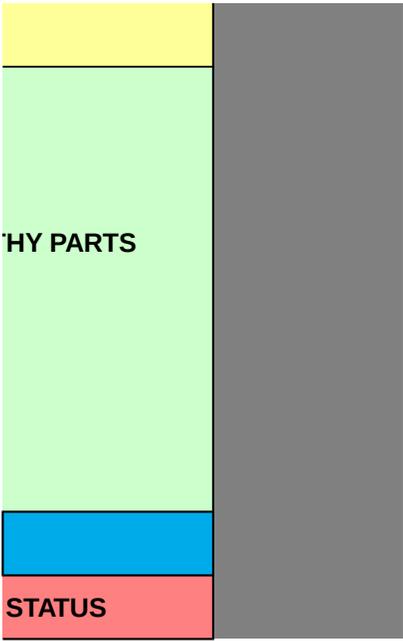
| ADP                |          |             |         |                                |
|--------------------|----------|-------------|---------|--------------------------------|
| Activity           | Value \$ | % of Invent | %       | Notes & Guides                 |
| 0-3 Months         |          |             | #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 OF:    |          |               | PROFILES BEST OF CLASS  |                    |
|-------------------------------------|--|--|--------------|----------|---------------|---|--------------------|
|                                     |  |  | %            | 0        | PIECES        | VALUE   |                    |
| ACTIVE PARTS: STOCKED               |  |  | #DIV/0!      |          |               |   | 70%                |
| ACTIVE PARTS: EXCESS STOC           |  |  | #DIV/0!      |          |               |   | LESS THAN 1 %      |
| ACTIVE PARTS: UNDERSTOCK            |  |  | #DIV/0!      |          |               |   | LESS THAN 1 %      |
| ACTIVE PARTS: TO PHASE OUT          |  |  | #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> |  |  |              |          |               |   |                    |
|                                     |  |  | <b>VALUE</b> | <b>%</b> | <b>ACUM %</b> | <b>INSTRUCTORS NOTE</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" STATUS!<br>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               |

| CLASS           | COLOR       |
|-----------------|-------------|
|                 | SCORING     |
|                 | GOOD        |
|                 | WARNING     |
|                 | DANGER      |
|                 | GREAT       |
|                 | Seldom used |
|                 | OK....BUT.. |
|                 | OUCH !!!    |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
|                 |             |
| ES              |             |
| BSO             |             |
| BSO             |             |
| S IF YOUR PHASE |             |



| 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 10          |
| Manual Order Review                 |                 |  |                | Less than 30          |
| No Match (Non Stock Part #'s)       |                 |  |                | Less than 50          |
| Total Watch #'s (N/ Stock Part #'s) |                 |  |                | Greater than 70%      |
| Clean Core                          |                 |  |                |                       |
| Dirty Core                          |                 |  |                | Are controls in place |
| Extra Lines                         |                 |  |                | NA                    |
| Extra Lines                         |                 |  |                | NA                    |
| Total Inventory                     | #VALUE!         |  |                |                       |

UCS

| Investment          |         | NADA       |          |  |              |
|---------------------|---------|------------|----------|--|--------------|
| Activity            | Value   | % of inven | Guide    |  |              |
| Current TO 3 Months |         | #VALUE!    | 75%      |  | this is you  |
| 3 to 6 Months       |         | #VALUE!    | included |  | healthy pa   |
| 6-9 Months          |         | #VALUE!    | 23%      |  | 65% Will ill |
| 9-12 Months         |         | #VALUE!    | 2%       |  | 85% Will lik |
| 12 Months + Over    |         | #VALUE!    | included |  | This is you  |
|                     |         | #VALUE!    |          |  |              |
|                     |         | #VALUE!    |          |  |              |
| TOTAL               | #VALUE! | #VALUE!    |          |  |              |

|  |         |
|--|---------|
|  | GOOD    |
|  | WARNING |
|  | DANGER  |

|  |       |
|--|-------|
|  | GREAT |
|--|-------|

|   |             |
|---|-------------|
| % | Seldom used |
|---|-------------|

|   |             |
|---|-------------|
| % | OK....BUT.. |
|---|-------------|

|   |                |
|---|----------------|
| % | OUCH !!!!!!!!! |
|---|----------------|

|   |  |
|---|--|
| % |  |
|---|--|

|         |  |
|---------|--|
| of PN's |  |
|---------|--|

|  |  |
|--|--|
|  |  |
|--|--|

|   |  |
|---|--|
| ? |  |
|---|--|

|  |  |
|--|--|
|  |  |
|--|--|

|  |  |
|--|--|
|  |  |
|--|--|

|  |  |
|--|--|
|  |  |
|--|--|

|  |  |
|--|--|
|  |  |
|--|--|

|              |
|--------------|
| <b>Notes</b> |
|--------------|

|                                       |
|---------------------------------------|
| or current and active parts inventory |
|---------------------------------------|

|                    |         |
|--------------------|---------|
| likely become obso | #VALUE! |
|--------------------|---------|

|                    |         |
|--------------------|---------|
| likely become obso | #VALUE! |
|--------------------|---------|

|                   |  |
|-------------------|--|
| or Technical OBSO |  |
|-------------------|--|

|  |  |
|--|--|
|  |  |
|--|--|

|  |  |
|--|--|
|  |  |
|--|--|

|  |         |         |
|--|---------|---------|
|  | #VALUE! | #VALUE! |
|--|---------|---------|

## Departmental Action Plan

Dealership **NISSANI BROS ACURA**

Academy Week **WEEK 2 PARTS 3/5-3/9**

Class & :

### Current Situation

(1) PARTS COUNTER REPS ARE ORDER TAKERS AND NOT ORDER MAKERS  
(3) PARTS RECONCILIATION NEEDS TO BE DONE MONTHLY.

### Overall Objective:

SET SALES GOALS AND DEVELOP CAMARADERIE WITH PARTS REP AND RE BASIS.

### Proposed Timeline

Jul-18

### Action Plan

(1) SCHEDULE A MONTHLY MEETING BETWEEN PARTS DIRECTOR AND BUS

### Requirements

Meeting with Dealer:

1. Action Proposed: To Schedule a Monthly meeting with the owners to go over Department. Ideally on the first week of the month after pay roll.

Meeting with stakeholder(s) (dealership personnel): Weekly meetings for parts Business office and Owner.

2. Describe what is in place to support desired goal: Consistent communication monitor individual sales, spot check ROs and review with parts counter if the promote sales and efficiency. Continuously review process and get evrvones in

Accountability: Monitoring progress:  
Who: Parts Director / Parts Assistant Manager / Business Manager  
What: Process, Reviews, Goals and Reconciliation  
3. By When: July 2018  
How: Consistency will be the key.

4. Describe checkpoints that have been established to measure progress:  
Daily: 10 - 15 Min meeting to open up the day. Review and follow up on work fi  
Parts Manager and Director to track progress and review SOP / Bi-weekly: N/  
director and business office /

Date(s) for review: May, June and July 2018 every Wednesday for Managers a

5. Estimated cost for implementation: N/A

Projected Date of Completion:

July 2018

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

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

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name **PATRICK TOLEDO**

Student Number **N334**

. (2) LOSS SALES ARE NOT BEING TRACKED

CONCILE PARTS INVENTORY ON A REGULAR

BUSINESS MANAGER REGARDING INVENTORY RE

progress and to set new goals in Parts

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

s department and Monthly for Parts director,

regarding current sales for the department,  
res any correction. Incentivize parts reps to  
out on how to make it better. Push for a

rom previous day / Weekly: Meeting with Asst  
A / Monthly: Reconciliation with parts

nd every 8th of the Month for parts

