

Parts Manager Conversation Answers.

1. The parts manager has Lexus master certification. He has also completed hazmat training.
2. The Vision Statement:

We all want the same things.

The things you cherish most are the things we too hold dear.

What you truly hope for is what we honestly believe in.

We all need a car that's safe and sound.

We all believe in voices of reason, and hands of skill.

We all depend on stability, and community.

In 1921, two men named Hoffman set out to earn people's trust.

Today, a team named Hoffman does the same.

3. We don't manually track the (FTFR) It is done by the DMS system. The current rate is 92%. (I have hard time convincing the parts manager and fixed ops director that it should be done manually, and the process reworked)
- 4 47 % of business comes from internal work.
- 5 We do not have any systems in place. All desk personnel can adjust the price or give a discount.
- 6 All parts counter personnel can change and override parts pricing. 4 people are behind the counter, that includes the Parts manager.
- 7 The internal parts pricing is at MSRP. It was adjusted from 30% over cost after the week at NADA. GSM and the parts manager set a new pricing strategy.
- 8 We are in for the Warranty retail Reimbursement.
- 9 Yes, the invoices and RO's are closed daily. The office manager and Controller are inspecting the workflow and the timeliness.
- 10 Financial statements are reviewed on month end, the DOC is reviewed daily.
- 11 We sell everything g at MSRP. We need to pay more attention to competition and making sure that we are competitive. The store has a big and profitable wholesale operation.
- 12 We audit coupons monthly. We need to adjust and change the webpage; it is difficult to use and hard to get to.

- 13 Yes, all parts counter personnel are getting the notification. It is really set up for the wholesale operation. The webpage for regular customers is unfriendly and hard to operate. Too many questions must be answered in order to get the response. This is the area for improvement.
- 14 The only training that the parts personnel takes is Lexus online tests.
- 15 We don't have a process in place or retail area for accessories. We are starting the construction of the new building next month. With that we will have a large parts and accessories boutique.
- 16 Have those installed on the vehicles in the showroom or displayed on the walls in the showroom.
- 17 We review those accounts on a quarterly basis.
- 18 Yes, we know the breakeven amounts. The department is focused on gross and net profit, they like to break their previous records.
- 19 It is done by perpetual bin checks on a regular basis, weekly.
- 20 Lost sales are not tracked in DMS. The definition is that the part was not in the store at the time of request.
- 21 It is for customers to schedule the appointments.
- 22 There is no issue of frozen capital in any department, if anything we don't have anything and running extremely lean. The current amount is \$ 3000 in parts.
- 23 3 sales / 12 months. The parts manager reviews the stock orders daily. We have space restraints.
- 24 The parts manager rated himself at 10. 20 years of experience was the main reason.
- 25 Hire one more shipper/receiver person.