

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)?
Ford Master Certified, on the job training from previous parts Manager
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it?
Working together as a team
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?
No
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?
66 %. Vs. 34 %
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?
All counter people are aware and abide by our pricing policies.
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?
Parts Manager and Parts counter people only
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current?
Yes. Jamie Lange. Yes
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?
Over Retail..... One Year Ago
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?
Goes over WIP with Jamie Lange every Monday afternoon and end of month push to close everything possible that's open.
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)?
Yes
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? **MSRP + 10 %. Daily**

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated?
Every 2 months
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?
Yes, I review all related emails daily - Oscar, Marco, Keun
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?
Yes, through STARS, Fords Online Training program, which is required by Ford Motor Co.
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?
Just launched accessory training for sales
16. What would help you sell more accessories?
Sales Department offering at the time of Sale which we currently just started doing.
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, as needed not any particular time frame.
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?
No
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office?
Stock Order Exception Report, Negative On Hand Report, Bin Checks, & Physical Inventory
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition?
Yes... need to review with counter people any part was not purchased or special ordered because it was not in stock
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up?
Service Advisors do not have time to contact or schedule SOP Customers
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?
Service Customers not returning
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.)?
Most stocking level parts are now rim controlled 3 sales in 6 mos
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?
7
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **We have started to have weekly meetings with GM Jamie to go over processes.**