

1. **Follow a part** exercise: When a part arrives either via Stock Order or from an outside purchase for immediate installation you must follow the part and paper trail and document all your findings.
 - a. Stock order for shelf: Receipt in the part (do this yourself with stock clerk). What stocking status is the part, what was the parts demand history (demands in 12 months) which instituted the order? Ask where the Bill of Lading or shipping documentation goes from there noting each step. Go to the Controller and see how the order is charged on your Parts Statement.
 - b. Follow a part that was purchased on the outside with the intention of installing it on a customer's vehicle. Receipt the part in, follow the part to the back parts counter; then follow the part to the technician noting each step a computer and screen number an entry was made. After the vehicle has been repaired - follow the repair order until it ends up with the cashier.

I met with our Parts Manager, Frank Amador, to receive an order of Black optic Audi Logo signs. Bill of Lading goes to the Parts manager. Observed the controller inputting the part on the parts statement.

Stock Order for Shelf

Step 1. - Package of parts were delivered by FedEx.

Step 2. - Parts associate collects the packing slip and opens the package to check for the proper item being received.

Step 3. - Packing slip is given to Parts Manager.

Step 4. - Parts Manager then matched Invoice to the packing slip to ensure amount a quantity is correct.

Step 5. - Parts Manager then sends the Invoice to the Business Office.

**Every 3 hits prompts a new order.*

Customer Order Install

Step 1. - Package of Roof Racks were delivered by FedEx.

Step 2. - Parts associate collects the packing slip and verifies the proper item.

Step 3. - Audi Brand Specialist (ABS) is informed that the part has arrived.

Step 4. - ABS calls customer to setup install with Service.

Step 5. - Customer comes in to have the part installed.

Step 6. - Packing slip is given to Parts Manager.

Step 7. - Parts Manager then matched Invoice to the packing slip to ensure amount a quantity is correct.

Step 8. - Parts Manager then sends the Invoice to the Business Office.

2. **Perpetual Inventory Bin Counts:** Have the Parts Manager run an inventory report for one or two sets of bins or shelves in a row of shelving. Include bins or shelves from the floor to the top shelf. Choose shelves that have several small parts on them.

I conducted the Inventory Pad Inventory report for 02/27/2023. Cover, Gasket, and Sleeve were found to have discrepancies from what was on the Inventory; Cover was +1, Gasket was -1, and Sleeve was +1. When I asked the Parts Manager I was told that it is not uncommon for the techs to occasionally neglect to properly record a part being checked out when they go to grab it, the overages will occasionally check out a part intending to use it, but then end up having a cancellation.

3. **Special Order Parts Exercise:** Click to download the "20 SOP's LOG IN SHEET MASTER" below. Locate Special Order Parts bin if there is one. Identify the OLDEST Special Order Parts (SOP's) in your Parts Department. DO NOT HAVE YOUR PARTS MANAGER RUN A REPORT! On the attached Excel Template please notate the following for the 20 oldest Special Order Parts.
- R.O. number – Put a C for Customer Pay or W for Warranty in front of the R.O. number
 - Customer Pay parts: Was the full price of the part collected prior to ordering: Yes/No
 - For all 20 parts – List date ordered in DMS
 - List date part receipted (arrived) into parts inventory
 - Date(s) Service Advisor or Front Counter person were notified (form of communication: Verbal/Written – V/W)
 - Dates annotated (notes or remarks section in DMS) or manually notated when customer contact was attempted – must verify
 - Total days part has been on the shelf
 - Cost of the part from your OE
 - What are you going to do with the part if you cannot get the customer in to install it?

Assignment uploaded.
