

First Time Fill Rate

DEALERSHIP NAME	Capitol Ford Lincoln	crst time fill ra	N-335-27
DATE	RO'S	Time	Same Day Day
4/23/2018	6	4	1 1
4/24/2018	8	5	0 3
4/25/2018	3	3	0 0
4/26/2018	6	5	1 0
4/27/2018	7	4	0 3
4/28/2018	4	3	0 1
4/30/2018	2	2	0 0
5/2/2018	6	4	0 2
5/3/2018	4	3	1 0
5/4/2018	4	4	0 0
Totals	50	37	3 10



Rate %
66.67%
62.50%
100.00%
83.33%
57.14%
75.00%
100.00%
66.67%
75.00%
100.00%
#DIV/0!
74.00%



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 #
Core Dirty			#DIV/0!	PART #
Replace by hold RBH			#DIV/0!	PART # NA # PIECES
				NA
Total Inventory	\$0		#DIV/0!	

REYNOLDS

Activity	Value	% of inven	NADA Guide	Notes
Current		#DIV/0!	75%	this is your current a
1-3 Months		#DIV/0!	included	healthy parts invento
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

nd active ory			
	OBSO POSITION MATH DONE BELOW		
obso	.65 TIMES THE 7-9 MONTH VALUE	\$0	
obso	.85 TIMES THE 10-12 MONTH VALUE	\$0	
	PLUS THE 13-24 MONTH VALUE	\$0	
	PLUS THE 25+ VALUE EQUALS	\$0	
	OBSO AS A % OF TOTAL	\$ -	#DIV/0!

CDK Stocking Status		Inventory	% of Inventory	Guide
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
INVENTORY AGING BY LAST SOLD							
			VALUE	%	ACUM %	INSTRUCTORS NOTE	
NEVER SOLD				#DIV/0!	#DIV/0!	THIS IS TECHNICAL OI	
ONE YEAR AGO PLUS				#DIV/0!	#DIV/0!		
ELEVEN MONTHS AGO				#DIV/0!	#DIV/0!	THIS IS POTENTIAL OI	
TEN MONTHS AGO				#DIV/0!	#DIV/0!		
NINE MONTHS AGO				#DIV/0!	#DIV/0!	THESE PARTS WILL BE IN A "AP" STATUS: 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 !!!
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Stocking Status Observations	Inventory Value	% of Inventory	Guide
Active Stock (0-6 month activity)	\$254,376	45.00%	over 70%
Zero Guide (Auto Phase out)	\$90,220	35.00%	Less than 30%
No bin Location Parts	\$10,249	4%	Less than 1%
Manual Order Review	\$2	0%	Less than 3%
No Match (Non Stock Part \$'s)	\$0	0%	Less than 5%
Total Watch #'s (N/ Stock Part #'s)	3287	34%	Greater than 70% of PN's
Clean Core	\$11,686		
Dirty Core	\$435		Are controls in place?
			NA
			NA
Total Inventory	\$366,968		
EXTRA LINES			
EXTRA LINES			

UCS

Investment	NADA			
Activity	Value	% of inven	Guide	Notes
Current TO 3 Months	\$115,077	45.09%	75%	this is your current a
3 to 6 Months	\$39,944	15.65%	included	healthy parts invento
6-9 Months	\$33,368	13.07%	23%	65% Will likely becom
9-12 Months	\$12,122	4.75%	2%	85% Will likely becom
12 Months + Over	\$54,726	21.44%	included	This is your Technical
		0.00%		
		0.00%		
TOTAL	\$255,237	100.00%		

CRITICAL OBSERVATIONS:(How do you feel about these observations?) Color Coat

OBSO POSITION (LINES 23-26 FROM ABOVE)

NEG-ON-HAND (MINUS-ON-HAND) (minus balance parts)

CLEAN CORE

DIRTY CORE

LOST SALES CALCULATOR VS. ACTUAL

AVERAGE STOCK ORDER

MONTHS SUPPLY

GROSS (TOTAL) TURNS (from your FS template)

TRUE (STOCK) TURNS (from your FS Template)

FTFR (FIRST TIME FILL RATE) (from your parts cl

WARNING	
Zach Brandt	N335-27
DANGER	
GREAT	
Seldom used	
OK...BUT..	
OUCH !!!!!!!	

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ory		
e obso	\$21,689.45	
obso	\$10,303.84	
OBSO	\$54,726	
	\$86,719.36	33.98%
Pass or Fail ?		
86719.36		
\$0.00		

11686
435
Not Tracked
5116
1.7
6.8
1.8
74%

Correctly on DMS



Departmental Action Plan

Dealership **Capitol Ford Lincoln**

Student Name **Zach Brandt**

Academy Week **Week 2 - Fixed Operations - Parts**

Class & Student Number **N335-27**

Current Situation

Parts Department SOP Process and Obsolence issue. Our parts Department has had a obsolence problem that predates the current parts manager. In 2016 we wrote off \$70,000.00 worth of parts that were over 12 months and over. One of the biggest concerns I have is our Special Order Process. Before I had participated in the week 2 Parts course we had some basic SOP parts processes. However, we accepted SOP parts in return on over the counter sales, and failed to get our guests back into the Service Department in a timely manner often times the Special Order Parts bin were overflowing. Once Richard was hired we improved this process drematically. However obsolence is still present. We have a lack of accountability from our people and our customers. This is causing us to blow through our return dollars on average of \$2500.00 to \$3000.00 per month.

Overall Objective:

Objective 1: Educate our Parts and Service teams about the importance of obsolences within the Parts Department. Implement no returns on any SPO parts ordered at the front counter. Charge the 18% restocking fee from Ford to the Service Department for parts that are returned and not installed in the 15 day time period.
Objective 2: Reduce returns by managing the SPO Process on a daily basis, with huddles between the GM, SM and PM.
Objective 3: Increase shop productivity and Customer Viewpoint Scores.

Proposed Timeline

Proposed Timeline: Step 1: Meet with Parts, Service Management and the Service BDC Manager. Review our current process to determine what is and is not working and address any issues quickly. Due Date 06/15/2018. **Step 2:** Educate the staff about the changes being made as well as the new nonreturn policy for over the counter retail and wholesale customers. **Step 3:** Hold a weekly meeting with parts and service staff on Friday mornings to review the weeks orders and manage the parts that have not been installed. Implementation date 06/01/2018. Due Date is Ongoing. **Step 4:** Measure the results on additional sales and gross revenue as well as Customer View Point.

Action Plan

Describe necessary actions to reach desired result:

Step 1: Meet with the Parts and Service Managers as well as the BDC manager to identify if the pocess is working and if not what changes are going to be made. **Step 2:** Manage the orders daily, identify what parts are delivered to the Advisors by lunch time. **Step 3:** Any SOP over "15 days" will be returned and the 18% restocking fee will be charged back to the Service Department. **Step 4:** Educate our team about the importance of

Requirements

Meeting with Dealer:

1. **Action Proposed:** Propose this plan to my father the deal for his approval and our commitment to enhance our SOP process.

Meeting with stakeholder(s) (dealership personnel):

2. **Describe what is in place to support desired goal:**
Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

- Who:**
Parts and Service team, GM and BDC Manager
3. **What:**
Parts counter: is responsible ordering & receiving correct parts and to notify the service advisor and BDC manager of their arrival to schedule if the car is not on site.
BDC Manager: Arranges the appointment in DMS, documentation on follow up, setting up appointment for any customer whose vehicle is not on the lot when the part is delivered to the dealership.

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

Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: "Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly /
Daily – Parts Manager Assistance manages and updates the SOP Spreadsheet and distributes to Parts, Service and BDC Team

5. Estimated cost for implementation: \$0.00

Projected Date of
Completion:

08/01/2018

Sponsor Signature:

Marc Brandt President Capitol Ford Lincoln

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /
and labor sales, reduction of work in process.

Sales: Increase of parts

Gross: Increase in both parts and labor gross, the quicker an RO is closed on the WIP the faster we can get the next client in for Service.

Expenses: Increase in expence is expected in the beginning with the restocking fee of 18% being assessed to the Service Department for uninstalled parts until the sense of urgency by the Service team is understood.

Net Profit: Net will increase as we sell more parts we earn more discounts, plus obsolescence should decrease allowing for more capital to be placed in the fastest turning parts. CSI: This will be a major increase for us we battle length of time to complete service. By managing the SOP process with everyone on a united front the shop will be more efficient getting more cars out in a timely manner, thus happier customers, we will see an impact in CVP scores quickly.