

Departmental Action Plan

I had spent a couple weeks in the parts department before deciding to focus on Special Order Parts. I chose this as my primary place of action due to a serious lack of effort both from service and my parts counter people. My goal was and is not only to reduce the amount of SOP in stock, but to create an awareness between Service/Parts.

Week #1- Today I sat down with my service manager as well as parts manager to discuss openly as a team what we could do to reduce the amount of SOP in inventory. This was without a doubt effective, the ideas were flowing from both managers. I found there to be a lack of communication between the 2 of them over the past year. We were able to initiate from this meeting a brand new process.

Step 1- ASM meets with customer, recognizes the need for a SOP

Step 2- ASM meets with parts counter personnel to find out when this part would be available to the customer.

Step 3- We provide the date and appointment time for the installation of this part, at which time the customer pays for the part needed to complete the job.

Step 4- We use a carbon paper with 3 copies to track the part and appointment date set for installation. 1 copy goes to the ASM, 1 copy goes to the counter person in parts, and lastly 1 copy is attached to the part when it arrives.

Step 5- The ASM calls and confirms our desired appointment date 24 hours prior to part delivery. When the part arrives we place the part on a designated shelf for that specific ASM. We decided to have 3 shelves, one for each ASM, this makes for easy audit.

Week #3- We now have some considerable time under our belt with initiating and enforcing this new process. We have been having more and more success with our plan as everyone is getting into a routine. I've made SOP a part of my morning progress report for both the service and parts managers.

Week #4- Parts has been able to take our SOP report from 4 pages to 1! I will say that not only is this new process working for us, but it has also bridged the gap of communication Parts/Service.

We are currently taking this to the next level of clean up, the SOP's remaining are mostly OBSO. Overall we were able to reduce inventory cost, and create service hours sold.