

1. I do a cost analysis twice monthly to identify the severity of inflation on my inventory so as to stay as competitive as possible while keeping up with trading market ups and keeping my cost in check. The analysis of my market is a 35 mile radius from center, this was determined based on deliveries and maintaining good customer service. Once monthly I do analysis of the 4 closest markets to my North, South, East and west.
2. I often mystery shop over the phone with my competitors to see where they're trading with both wholesale and over the counter pricing. Using this I insure that I will always beat my competitors without having to disappoint a customer first with a higher price.
3. I often use both automotive specific marketing surveys and sociology ones for better understanding the ever changing market and understanding how to market to a more diverse customer.
4. Yes, that being said; no customer should automatically be assumed to fit into one of the categories all the times. For some customers seeking parts that are outside our Market I often use the cost analysis for their market to determine if I am too high or too low to keep profits on an even keel.
5. No, I always have the ability to view these transactions both from my personal mobile device and when I do closing of repair orders and payments. I give my workers the ability to satisfy the customer if needed while maintaining profitability without having to find a manger to override a price and waste both our time. I do however have fail safes in place that will detect and alert me if a price was too low or too many price changes are made by one employee number.
6. Well sometimes I am able to find factory parts like nuts and bolts at a lower wholesale rate that the factory is willing to let me buy at so there is times that the cost needs to be adjusted but in cases like that the rule of thumb is FIFO anyway.
7. Yes and no, I wait to put lower outsourced parts inventory into active inventory that we pick from until all of the higher costing parts are diminished, to maintain consistent track of cost and profit.
8. Discounted parts costs are tracked using an outside excel spreadsheet until they are needed in the active inventory. They are then moved to the active inventory when the current inventory is depleted.
9. We do and are rapidly expanding on that with Facebook and our own dealer site. The goal is to give customers the ability to skip the line and get their parts easy fast and without having to wait for a call back or stand in line at the counter.
10. As far as merchanding goes I try to have something for everyone at both the higher end and the lower end. I keep Car covers and other high list big margin items in stock but also must keep small cost small profit items like key chains so everyone feels like that can have that part of the branding they are looking for, on a plus it offers advertising with branded merchandise.
11. I tackle both administrative and outside sales at this point. I was a merchandiser for years and I am very comfortable with dealing with customer's needs both over the phone and in person. Having the same person handle your problems makes a personal connection and friendship that promotes a you scratch my back I scratch you're back relationship which helps when customers need recommendations on where to buy our parts.

12. We do have factory merchandising dollars that we use for tire racks and other point of sale displays for customers to see our products.
13. We are a mobile friendly site and have no known issues with android and apple or windows mobile devices.
14. Weekly I instruct our web designers to always have something new and eye catching coupon wise on both our Facebook and website.
15. We are more than providing for overhead expenditures like payroll and operating expenses.
16. Wholesale parts and non service customers are 71% of total profit so I'd like to say all profit sources are looked as equal but service provides just 29%. At this point being so new we are always looking for new sources of revenue, even established parts departments should never have the mindset that they are making "enough" profit. So even though we are doing well we are always looking for additional revenue.
17. Yes when the parts department is open for business sales employees bring the customers to parts for charge outs, but if we are not open I have them charge accessories to the deal and the next business day I am able to pull the money into the parts account for completion of the transaction.
18. Yes when doing our cost analysis gas mileage wear & tear and having an employee on the road are all factored against profitability.
19. Yes our Market is a 35 mile radius and with the size of our dealership we have a lot of buying power and with my account management I have made us go from the number 6 wholesaler to the 4th and of course I have set the goal to be in the top 3 within the next two years.
20. Our accounting office staff as well as our CFO must have an application and active tax exempt status sheet on hand for a wholesale customer to be verified.
21. Monthly expenses are controlled using a matrix that I created to allow tracking of expenses and how they are being used.
22. The parts manager and accounting staff combined are held accountable for issuing credits and payables.
23. The financial statement is available 24/7 both in the building and using my mobile phone, I cite this a couple times a day to see if we are trending in a good direction or bad and how I will need to adjust in the weeks ahead to stay above profit.
24. SOR are done at counter level and are ultimately approved when I submit the orders at the daily deadline.
25. Yes SOR's always require full payments except when it's a service vehicle and there is a active open repair order to bill the parts to.
26. 30 days and a return charge of 35% is allowed during those 30 days returns are not permitted of safety equipment or painted parts.
27. Yes they are put into our DMS system and a hard copy is printed out.
28. Special parts have a special section and are not put into active inventory; instead they are in their own controlled inventory. Service advisors are notified as soon as the parts come in so that appointments can be made.
29. Yes always separate
30. The CFO and Accounting staff

31. General Managers can purchase but it requires a company email chain of custody.
32. CFO and General Managers/ Parts Manager
33. CFO and Parts Manager
34. Usually is slightly more, do to SOR inventory and expendables such as shop supplies.
35. This is in our excel spreadsheets for inventory that is off the main like the answer above.
36. It would indicate an issue but I do weekly inventory audits to prevent this from becoming an issue.
37. No I only use FIFO, most people don't realize that tires breakdown and expire and parts that have oil or grease dry up you must get in the habit of rotation of inventory to prevent shrink and loss of profitability.
38. Mostly the parts manager does this and only under direct supervision of such do other counter employees participate in this task.
39. The Parts Manager with cooperation of the Human resources officer and General manager staff.
40. Yes this is used to keep track of progress to certification.
41. Not in this jobs capacity but as a merchandiser I both took a financial management class and taught one. Weekly formal parts test from both the manufacture and online automotive publications.
42. See Graph 1.00
43. It's adjusted every order since the manufacturer adds suggested parts to the order that are neither wanted or needed.
44. Both, it's just part of the daily ordering process and takes 2 seconds to adjust either way.
45. 95%/5% respectfully
46. In parts and are stored in the filing cabinet by the parts manager
47. Yes tracking treads are imperative to maintain positive inventories and profitability
48. Daily inventory audits are done in my department
49. Yes every week these are checked to prevent the use of emergency purchases
50. Yes my inventory is a living breathing thing that is handled daily and requires a daily walkthrough
51. N/A
52. Yes both the manager and counter person inputs lost sales. I make it my weekly mission to follow up with the customer to find out if there was an issue and as a sign of goodwill off a coupon for their next visit.
53. Parts manager weekly
54. Yes but for the most part emergency parts are one off exotic used cars for dealer inventory such items as odd oil filters vehicles that don't make aftermarket parts. I usually meet with used car manager to see what cars are coming in and try to curb this by having them on hand before they even come from the auction
55. How many times the part is requested in six months and how hard it is to find these parts in an emergency and the cost associated with the emergency buy.
56. 97.135%
57. Yes its best for tracking cost that way. Expendables are paid and accounted for in our shop supplies account, so these are not charged out but are accounted for at all times.

58. Written and the Parts Manager
59. Parts Manger and pictures are taken for liability and credit
60. Only parts staff are able to receive parts -Yes stock numbers are checked and double checked -
Discrepancies are handled by the Parts Manager
61. Yes inventory is always kept in check
62. Parts Manager
63. Weekly inventory audits are done with a map of every bin
64. Just a few under counts had to be corrected on simple items like nuts or bolts
65. Yes all inventory is stored on site only
66. Obsolete inventory is in active inventory even when it is posted online for sale
67. Parts manager and service manager
68. Yes toward the last week of the month to make sure all "I"'s are dotted and "T"'s are crossed
69. Yes I am able to pull that up myself in CDK
70. N/A
71. 6.4 true turns
72. Yes I have found ways to utilize space and make use of top racks
73. Human Resources and yes any employee upon asking can be provided with handbooks of safety
data sheets
74. Yes only parts department staff
75. Yes everyone has their own drawer
76. Yes both written and verbal
77. Not directly pointed at parts but at Exits and Entrances
78. Communication. Communication is key to success and I have to say my company has great
communication and an open door policy for any issues that make arise. It's this transparency
that makes us better than the rest always.

79.

LOADING DOCK

terminal

bin locations

BIN

BIN

BIN

BIN

BIN

terminal

SOR
Inventory
Cage

terminal

terminal

terminal

GRAPH 1.00

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name Kendrick Sponsor's Signature Kemp Pollock
Date 5-3-18

Very truly yours,