

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)?
1.54 YEARS AS MANAGER, NO FORMAL TRAINING IN PERSON- HAS TAKEN ARC COURSES BY DTNA
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **OTHER THAN SALES GOALS, THERE IS NOT A FORMAL STATEMENT**
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? **PARTICIPATED IN THIS POST CLASS TRACKING OF 25 WITH ME, OTHERWISE HAS NOT. OUR SAMPLE WAS 68%, STARTED HORRIBLY BUT STARTED TO COME AROUND**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)?
25/75
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?
DMS IS ON LOCKDOWN EXCEPT MANAGERS
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors?
OF THE ABOVE- SERVICE MANAGER & GM HAVE AUTHORITY- REST DO NOT
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **NO- INTERNAL SALES HAVE BOTH DISCOUNTED PARTS AND LABOR RATES (OWNER CONTROLLED) 33%, \$140 LABOR**
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? **PARTS MANAGER UNKNOWN**
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?
THEY SELF MANAGE, NORMALLY SEEMS OK- JUNE NOT SO GOOD

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)? **MONTHLY PAGE TWO FROM FINACIAL STATEMENT AND FIXED OPS MEETINGS, DAILY SALES REPORT OUTS BY ACCOUNTING/CONTROLLER**

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? **TAPES AND SUGGESTED RETAIL, YEARLY REVIEW TO GOALS WITH RPM FROM DTNA**

12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **THIS IS DONE BY THE CIC(CONTROLLER) FOR ELITE SUPPORT ANNUALLY**

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? **THIS IS MANAGED BY ANOTHER PARTY IN OUR PHONE/FLEET ROOM- PARTS REQUEST THROUGH OUR WEBSITE AND EBAY**

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? **ARC THROUGH DTNA, CERTIFICATION DOES NOT REQUIRE RENEWAL BUT IF SOMETHING NEW IS ADDED IT AUTOMATICALLY FLAGS**

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? **NO PROCESS BUT COULD CATER A FLYER ELECTRONICALLY MAILED**

16. What would help you sell more accessories?
NOT A STRONG ACCESSORY MARKET WITH THE MAJORITY OF CUSTOMERS BEING FLEET BUT COULD SET A LINE FOR THE WESTERN STAR PRODUCT AS THEY ARE MORE OWNER OPERATOR BUSINESSES

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? **THIS IS MORE OF A MANUAL AS NEEDED FUNCTION; THESE DO GET BROUGHT UP AND DISCUSSED DURING OPS MEETINGS THAT HAPPEN MONTHLY**

18. Do you know how much each of your Parts salespeople must sell each day just to breakeven?
DOES NOT SPECIFFICALLY

19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **MANUAL DATA ENTRY STARTING WITH**

COUNTER DISCREPANCY, PARTS GET MOVED TO A STAGE TICKET INITIALLY, ADJUSTED, ADDED OR WRITTEN OFF AFTER RESEARCHED.

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- ANYTHING THAT CANNOT BE HANDED OUT FROM INVENTORY (I SHARED THE NADA DATA AT THIS POINT)**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **TRACKING, FOLLOW UP AND ADDRESSING THEM(TIME)**
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? **SLOW COLLECTIONS, OBSOLECENCE IS LESS THAN 6% BUT DID NOT HAVE THE DOLLAR ON HAND**
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.)? **3/12, 0/12 UTILIZING DTNA RIMPRO FOR STOCKING GUIDELINES**
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? **AS A SALESPERSON 10, AS A MANAGER 7**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **TIME OR AN ASSISTANT**