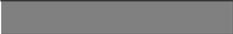


First Time Fill Rate

DEALERSHIP NAME		NADA Motors		
		rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
5/1/2018	4	4		
5/4/2018	10	7	2	1
5/8/2018	5	4	1	
5/11/2018	8	6	2	
5/14/2018	5	4	1	
5/17/2018	7	6	1	
5/18/2018	4	4		
5/25/2018	7	6	1	
Totals	50	41	8	1



Rate %
100.00%
70.00%
80.00%
75.00%
80.00%
85.71%
100.00%
85.71%
#DIV/0!
82.00%



REYNOLDS 2213				
Stocking Status	Inventory Value	% of Inventory	Guide	
INVESTMENT				
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 #	# PIECES
Core Dirty		#DIV/0!	PART #	# PIECES
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		Inventory	% of Inventory	Guide	
Stocking Status	INVESTMENT	Value			
Normal or Active Stock		\$96,363	53.09%	over 70%	
Automatic Phase Out		\$7,010	3.86%	Less than 35%	
Dealer Phase Out		\$17,632	9.71%	Less than 1%	
Manual Order		\$40,256	22.18%	Less than 3%	
Non Stock Part \$'s		\$19,063	10.50%	Less than 5%	
Non Stock Part #'s*		3,037	MEMO	55.99%	Greater than 70% of PN's
No Phase Out	Not on ADP			NA	
Repace by Hold	Not on ADP			NA	
Clean Core		\$1,170	0.64%	p/n pieces	
Dirty Core			0.00%		
Total Inventory		\$181,494	100.00%		

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	115,078		60%	ACTIVE INVENTORY at 75%
4-6 Months	27,044		14%	ACTIVE INVENTORY at 23%
7-12 Months	15,542		8%	75% will likely become Obso 2%
Over 12 Months	17,077		9%	Technical Obsolescence 2% is g
New parts no sales	15,756		8%	Minimal Amount
Total Inventory	\$190,497		100%	

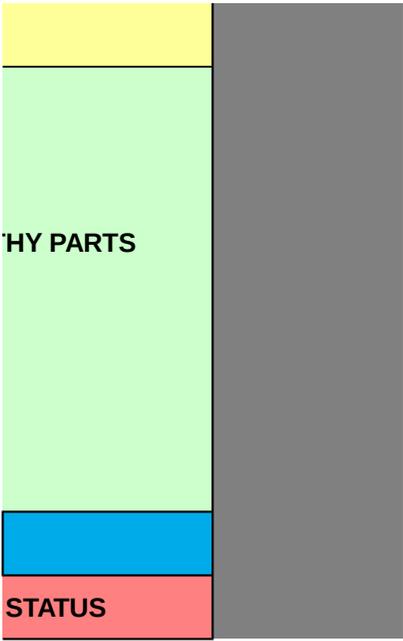
COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		11656.5
uide	PLUS			17,077
	PLUS			15,756
	EQUALS		23%	44489.5

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!
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				

THIS IS YOUR ACTIVE HEALT INVENTORY

CONFIRM DIRTY & CLEAN



UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part #'s)				Less than 5%
Total Watch #'s (N/ Stock Part #'s)				Greater than 70% of PN's
Clean Core				
Dirty Core				Are controls in place?
Extra Lines				NA
Extra Lines				NA
Total Inventory	\$0			

UCS

Investment		NADA			
Activity	Value	% of inven	Guide	Notes	
Current TO 3 Months		#DIV/0!	75%	this is your current a healthy parts invento	
3 to 6 Months		#DIV/0!	included		
6-9 Months		#DIV/0!	23%	65% Will likely become	
9-12 Months		#DIV/0!	2%	85% Will likely become	
12 Months + Over		#DIV/0!	included	This is your Technical	
		#DIV/0!			
		#DIV/0!			
TOTAL	\$0	#DIV/0!			

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
- OK...BUT..
- OUCH !!!!!!!!



nd active
ory

e obso	\$0.00
obso	\$0.00
OBSO	\$0
	\$0.00

#DIV/0!

Departmental Action Plan

Dealership I-5 Toyota

Academy Week Parts Week

Class & :

Current Situation

We currently are not tracking lost sales correctly. After having the parts department how different the answers were, I saw this as an easy win for us. This is leading to a mix and resulting in a lower first time fill rate which can negatively affect our (among many other things.

Overall Objective:

My overall objective is to get the entire staff on the same page of what we are recording a lost sale as a negative but as an opportunity for them to get a better department. I want to increase our fill rate percentages and also be able to improve

Proposed Timeline

My proposed timeline is relatively short. I will have the discussion with the staff on the lost sale and I will then make it a policy that failure to do so will have negative consequences longer than a day to implement but will have to be regularly monitored by the parts department and reap the benefits of a good parts inventory.

Action Plan

Describe necessary actions to reach desired result: I have already had the staff

Requirements

Meeting with Dealer:

1. Action Proposed: I met with the dealer and explained the importance of lost sales being recorded accurately. Our main goal is to get our parts inventory to a healthier and better service and parts department.

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal: Negative consequences for provide the training and reasoning to what constitutes a lost sale and how to
Training / Coaching / ±Consequences related to results / Pain & Gain

Accountability: Monitoring progress:

Who: Myself and the Parts Manager

What: Lost Sales

3. By When: Immedieatly

How: Explaining the why behind this and then putting in place negative conse

Describe checkpoints that have been established to measure progress:

Daily / Weekly / Bi-weekly / Monthly /

4. Date(s) for review: I will be reviewing with the Parts Manager on a weekly bas

5. Estimated cost for implementation: No cost is needed to make this small cha

Projected Date of Completion:

May 15th, 2018

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI / This small change will take time to start an increase in both sales and gross, minimize expenses, maximize net profit, and also improve our will be conducting more sit ins at the back counter to watch how we do at filling shop tickets and s

Student Name Robert Pehl

Student Number N335

ment staff take the lost sales quiz and seeing
ing to our inventory not being the best possible
CSI, labor sales in service and tech morale

defining as a lost sale. I want them to not see
er inventory and build a more successful
prove our tech proficiency.

ff and the manager about what justifies a lost
sequences. I believe this process can take no
parts manager to ensure long term success

aff take the lost sales quiz. I will then go over

ales and how we were failing to track it
r mix to set us up for sustained growth in our

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

failing to accurately mark a lost sale. Will do so.

quences for failing to comply with the policy.

sis to go over the lost sales.

nge so that we can start building a better parts i

**rt seeing the long term benefits. The benefits will include
· CSI with our service customers and parts customers. I
eriving our customers in a timely manner.**

