

First Time Fill Rate

DEALERSHIP NAME	JM LEXUS	rst time fill rate			
DATE	RO'S	1st Time	Same Day	Day	Rate %
5/21/2018	5	4	1	0	80.00%
5/21/2018	4	3	0	1	75.00%
5/21/2018	5	4	0	1	80.00%
5/21/2018	5	4	1	0	80.00%
5/21/2018	6	4	1	1	66.67%
5/22/2018	6	4	2	0	66.67%
5/22/2018	6	5	1	0	83.33%
5/22/2018	8	8	0	0	100.00%
5/23/2018	5	4	0	1	80.00%
5/23/2018	6	6	0	0	100.00%
5/24/2018	5	4	0	1	80.00%
5/24/2018	7	6	1	0	85.71%
5/24/2018	5	4	1	0	80.00%
5/24/2018	7	6	0	1	85.71%
5/24/2018	7	7	0	0	100.00%
Totals	87	73	8	6	83.91%

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		\$951,435		71.45%	over 70%	
Automatic Phase Out		\$214,737		16.13%	Less than 30%	
Dealer Phase Out		\$26,548		1.99%	Less than 1%	
Manual Order		\$2,548		0.19%	Less than 3%	
Non Stock Part \$'s		\$132,910		9.98%	Less than 5%	
Non Stock Part #'s*		13,533		69.94%	Greater than 70% of PN's	
Clean Core		\$3,451		0.26%	# PIECES	PART #
Dirty Core		\$0		0.00%	47	20
Total Inventory		\$1,331,629		100.00%		

ADP

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	1,069,800		73%	ACTIVE INVENTORY at 75%
4-6 Months	150,862		10%	ACTIVE INVENTORY at 23%
7-12 Months	139,842		10%	75% will likely become Obso 2%
Over 12 Months	13,107		1%	Technical Obsolescence 2% is g
New parts no sales	86,584		6%	Minimal Amount
Total Inventory	1,460,196		100%	

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

OBSO POSITION (LINES 20-22 FROM ABOVE)

NEG-ON-HAND (MINUS-ON-HAND)

CLEAN CORE ditto

DIRTY CORE (RDCI) OR DONE MANUALLY ditto

LOST SALES CALCULATOR VS. ACTUAL ditto

AVERAGE STOCK ORDER (Obtain data from ditto

MONTHS SUPPLY (This calculation from you ditto

GROSS (TOTAL) TURNS (from your FS Temp; ditto

TRUE (STOCK) TURNS (from your FS Temp; ditto

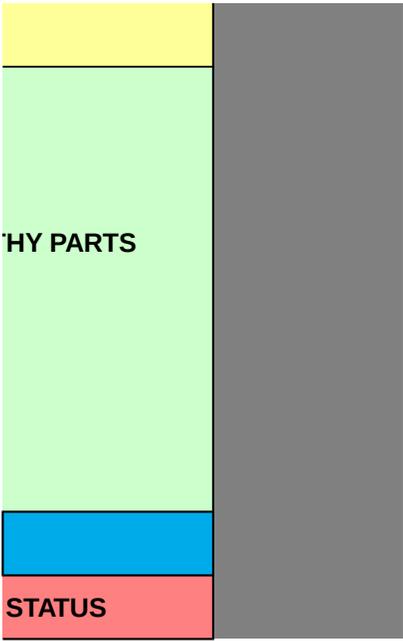
FTFR (FIRST TIME FILL RATE) ditto

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK....BUT..				
OUCH !!!!!				
ouch!!!				
	OBSO POSITION			
is guide	.75 TIMES \$			104881.5
uide	PLUS			13,107
	PLUS			86,584
	EQUALS		14%	204572.5
Pass or Fail ?				
Pass				
Fail				
Pass				
Fail				

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
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	Seldom used
	OK....BUT..
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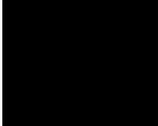


UCS SCORECARD				
Stocking Status Observations	Inventory Value		% of Inventory	Guide
Active Stock (0-6 month activity)				over 70%
Zero Guide (Auto Phase out)				Less than 35%
No bin Location Parts				Less than 1%
Manual Order Review				Less than 3%
No Match (Non Stock Part \$'s)				Less than 5%
Total 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
3 to 6 Months		#DIV/0!	included	healthy parts invento
6-9 Months		#DIV/0!	23%	65% Will likely becom
9-12 Months		#DIV/0!	2%	85% Will likely becom
12 Months + Over		#DIV/0!	included	This is your Technical
		#DIV/0!		
		#DIV/0!		
TOTAL	\$0	#DIV/0!		

- GOOD
- WARNING
- DANGER
- GREAT
- Seldom used
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\$0.00

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Departmental Action Plan

Dealership JM LEXUS

Student Name GREG ZEIGLER

Academy Week PARTS WEEK

Class & Student Number N335

Current Situation

There is currently little communication between the parts warehouse and the parts associate regarding SOP tires. Currently the parts associate will receive a SOP request for tires and they're not properly communicating to the warehouse that they need SOP tires for a specific customer. They're also not communicating properly to the service writer so they can set the appointment with the customer once the tires arrive.

Overall Objective:

The overall objective would be to get the communication upfront and the proper paperwork to the parts warehouse to ensure a faster turnaround time once the tires arrive in the warehouse. This will ensure the parts warehouse knows who the tires belong to once they arrive on the delivery truck.

Proposed Timeline

We expect to train the entire team starting Tuesday, 6/5/2018. We will provide this training for one week with the expectation to begin the new process by Tuesday, 6/12/2018. We will provide additional training throughout the month of June with the expectation the process is being followed 100% of the time by Monday, 7/16/2018.

Action Plan

Describe necessary actions to reach desired result: 1) The Parts Specialist will order tires from our vendor once a customer requests SOP tires. 2) The Parts Specialist will then send an email containing all tire information and guest information to all warehouse associates and to the specific service writer if necessary. 3) Once the tire arrives and is received by the warehouse associate, it will then be tagged with the information that was provided from the email that was sent at time of order. 4) Once the tires have arrived, the warehouse associate will then send an email to all of parts and to the service writer letting everyone know the tires are in. 5) The tires are then placed in the special-order rack where the warehouse associate or parts runner will then take them once the customer arrives for installation.

Requirements

Meeting with Dealer: Met with Jim Dunn, General Manager and VP to discuss action plan on 6/1/2018

1. **Action Proposed: We will create a process to improve communication between the warehouse and the parts specialist for SOP tires when they arrive on the truck.**

Meeting with stakeholder(s) (dealership personnel): Met with Richard Hernandez and John Smith to develop and present action plan on 6/1/2018.

2. **Describe what is in place to support desired goal: John and Richard are responsible for training which will take place from Tuesday, 6/5 - Monday, 6/11. After implementation, they will be responsible for coaching those Associates who don't consistently follow this new process. They will identify breakdown in process by consistently inspecting what they expect daily. If the associates don't respond to coaching, they will then hold them accountable which includes performance managing. They must give clear direction to ensure the associates understand the expectation and consequence.**

Accountability: Monitoring progress:

Who: Richard Hernandez (Parts Manager) and John Smith (Parts Manager) will be responsible for holding the associates accountable.

What: They will monitor their team on a daily, weekly, bi-weekly then monthly basis to ensure the process is being followed.

3. **By When: They will start monitoring the process starting the day of implementation, then will continue to do so indefinitely.
How: Inspecting what they expect to ensure the process is being followed.**

Describe checkpoints that have been established to measure progress:

4. **John and Richard will be inspecting this process daily during the first 30 days after implementation. They will do this by checking the SOP spreadsheet for tires and then checking for the email from the parts specialist to ensure this process is being followed. After the first 30 days, the inspecting will move to weekly for the next 30 days, then bi-weekly for 90 days and then monthly starting December 1st, 2018.**

5. **Estimated cost for implementation: There shouldn't be any hard cost associated with the implementation of this process.**

Projected Date of
Completion:

12/01/2018

Sponsor Signature: _____

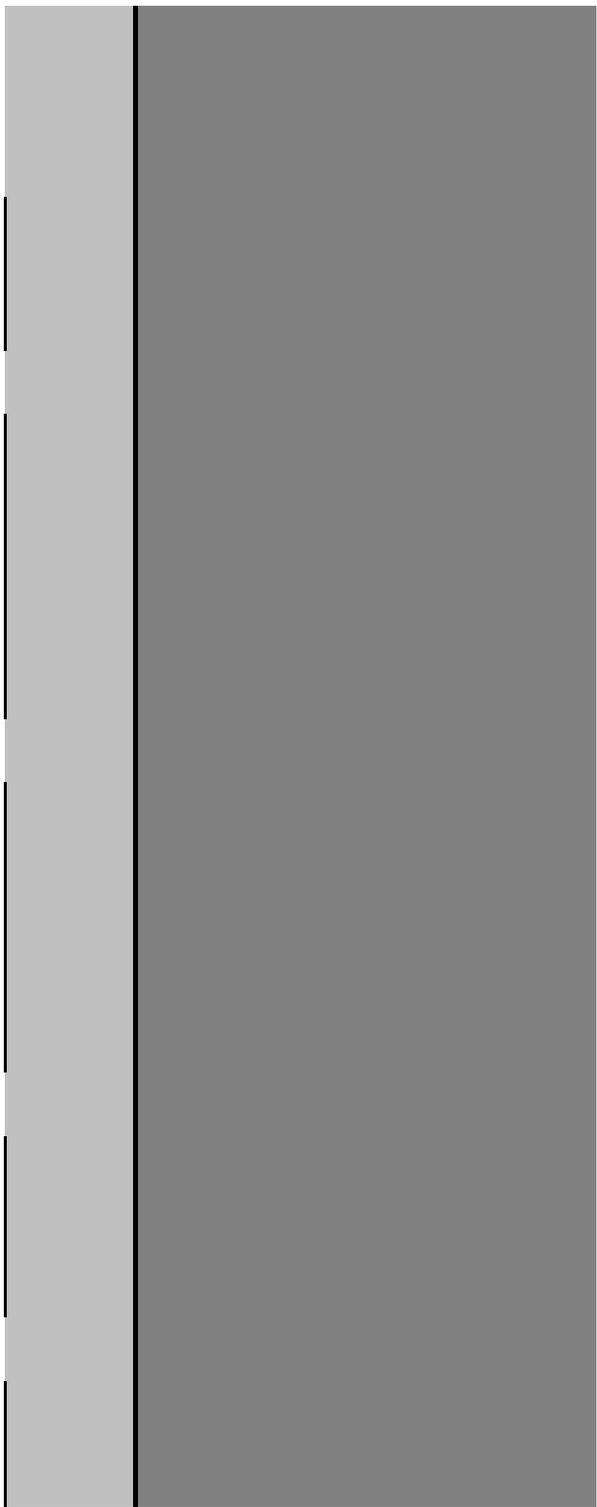
Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales: Less chance for lost sales / **Gross:** Less lost sales increase gross / **Expenses:** Not returning special order tires which never get installed because of poor communication / **Net Profit:** Increase in net profit with as a result of increase in gross with not additional expense / **CSI:** Improved CSI should have the biggest impact as we will be creating a more efficient experience with our customers. This will result in higher CSI. /

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



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proved