

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
5/29/2018	11	7	2	2
5/30/2018	11	6	1	4
5/31/2018	10	5	2	3
6/1/2018	12	8	1	3
6/4/2018	10	4	2	4
Totals	54	30	8	16



Rate %
63.64%
54.55%
50.00%
66.67%
40.00%
#DIV/0!
55.56%



CDK Stocking Status		Inventory	% of Inventory	Guide
INVESTMENT		Value		
Normal or Active Stock			#DIV/0!	over 70%
Automatic Phase Out			#DIV/0!	Less than 35%
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
No Phase Out Not on ADP				NA
Repape by Hold Not on ADP				NA
Clean Core			#DIV/0!	p/n pieces
Dirty Core			#DIV/0!	
Total Inventory		\$0	#DIV/0!	

ADP				
Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months			#DIV/0!	ACTIVE INVENTORY at 75%
4-6 Months			#DIV/0!	ACTIVE INVENTORY at 23%
7-12 Months			#DIV/0!	75% will likely become Obso 2%
Over 12 Months			#DIV/0!	Technical Obsolescence 2% is g
New parts no sales			#DIV/0!	Minimal Amount
Total Inventory	\$0		#DIV/0!	

COLOR SCORING				
GOOD				
WARNING				
DANGER				
GREAT				
Seldom used				
OK...BUT..				
OUCH !!!				
OUCH !!!!!				
ouch!!!				
OBSO POSITION				
is guide	.75 TIMES	\$		0
uide	PLUS			0
	PLUS			0
	EQUALS		#DIV/0!	0

Departmental Action Plan

Dealership

Academy Week

Class & I

Current Situation

We are using too many aftermarket parts on Toyota Vehicles. There is a much easier to deal with a problem with a part with the warranty program. Toyota part satisfaction. All this saves time and time is money. Dealership will be in a better position. At each month end, factory pays us all the warranty dollars earned for the month and there is always money left over. Which is a much better position to be in than if we purchase an aftermarket part and not getting it back until the vehicle is

Overall Objective:

Divise a plan, then develop a process to use almost entirely OE parts for all Toyota

Proposed Timeline

30 days from when I return from the academy.

Action Plan

Work with Service/Parts Director and Parts Manager to stock more OE fast moving parts to complete the job the same day on an internal RO or a customer RO so we do not need to wait to complete the job. Meet with Used Car Manager to go over new policy to use more OE parts with all of the above to have a strict 3-4 day used car process. One obstacle is the time allotted. Used car reconditioning process has been a concern for quite some time for technicians, bigger parts storage and better processes will eliminate most of the

Requirements

1.

I am the dealer along with my sister. I will only need to communicate with her

Meeting with stakeholder(s) (dealership personnel):

2. Describe what is in place to support desired goal:
Training / Coaching / ±Consequences related to results / Pain & Gain

3. Who; Ed Casaccio, What; Meet with Managers to get a plan started to devise a
06/19, Where; In our conference room.

3.

4. Describe checkpoints that have been established to measure progress:
Daily / Weekly / Bi-weekly / Monthly / I would say weekly. I'll be returning to
managers meetings each Tuesday.

Date(s) for review:06/26, 07/03, 07/10, 07/17

5. 0

Projected Date of
Completion:

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name Ed Casaccio

Student Number N335

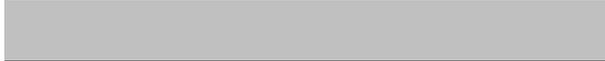
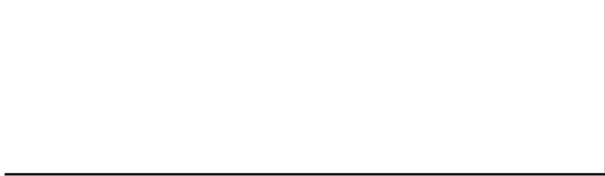
easier return process with OE parts. It is also parts usually fit better increasing customer better cashflow position when using factory parts. In the end, then they deduct the factory parts we used rather than reaching into the dealerships pocket each time a part is sold or service is paid. It also makes it

Toyota vehicles.

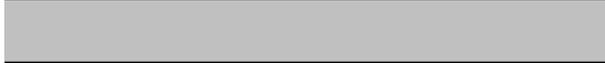
By using non specialty parts so we can complete a job we go to an aftermarket NAPA type supplier to get mainly OE parts on pre-owned Toyotas. Meet the customer; not having an OE part to complete job in the same time. Hopefully with more bays, more challenges. Service/parts needs to work closely

and know she will be aboard.

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



process to use OE parts on Toyotas, When;



to work from the Academy on 06/18. We have

