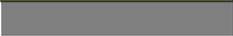


First Time Fill Rate

DEALERSHIP NAME	Hatfield Buic	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
5/1/2018	5	2	3	0
5/3/2018	3	2	1	0
5/4/2018	4	2	2	0
5/8/2018	6	2	4	0
5/10/2018	2	1	1	0
5/11/2018	4	2	2	0
5/15/2018	2	1	1	0
5/16/2018	3	2	1	0
5/18/2018	2	1	1	0
5/29/2018	3	2	1	0
5/30/2018	6	2	4	0
5/31/2018	2	2	0	0
6/1/2018	5	3	2	0
6/4/2018	3	2	1	0
Totals	50	26	24	0



Rate %
40.00%
66.67%
50.00%
33.33%
50.00%
50.00%
50.00%
66.67%
50.00%
66.67%
33.33%
100.00%
60.00%
66.67%
#DIV/0!
52.00%



CDK Stocking Status		Inventory	% of Inventory	Guide	
INVESTMENT		Value			
Normal or Active Stock		\$132,304		40.77%	over 70%
Automatic Phase Out				0.00%	Less than 35%
Dealer Phase Out				0.00%	Less than 1%
Manual Order				0.00%	Less than 3%
Non Stock Part \$'s		\$184,508		56.86%	Less than 5%
Non Stock Part #'s*		4,006	MEMO	63.70%	Greater than 70% of PN's
No Phase Out Not on ADP					NA
Repape by Hold Not on ADP					NA
Clean Core		\$7,682		2.37%	269 pieces
Dirty Core				0.00%	
Total Inventory		\$324,493		100.00%	

ADP

Activity	Value \$	% of Invent	%	Notes & Guides
0-3 Months	72,969		23%	ACTIVE INVENTORY at 75%
4-6 Months	37,751		12%	ACTIVE INVENTORY at 23%
7-12 Months	47,285		15%	75% will likely become Obso 2%
Over 12 Months	158,807		50%	Technical Obsolescence 2% is g
New parts no sales			0%	Minimal Amount
Total Inventory	\$316,812		100%	

COLOR SCORING

GOOD

WARNING

DANGER

GREAT

Seldom used

OK....BUT..

OUCH !!!

OUCH !!!!!

ouch!!!

OBSO POSITION

is guide	.75 TIMES \$		35463.38
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uide	PLUS		158,807
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	PLUS		0
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	EQUALS	61%	194270
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Departmental Action Plan

Dealership **Hatfield Buick GMC**

Academy Week **Fixed Ops - Parts**

Class & I

Current Situation

Currently our special order parts process is not where it should be. We take a small box by last name. When the part comes in, they locate the paper and put it on the special order parts shelf in the very back of the Parts Department. They are not consistent about following up with customer. Only one call is made to the customer, sometimes that is not happening. If the part is for Service, they are verbally notified, sometimes that is also not happening. We are not returning parts if not picked up in the Parts Department.

Overall Objective:

We want to create a formal special order parts process. This process will be better for the customer and in the end help the dealership better manage our parts.

Proposed Timeline

6/20/2018 Go through all of the current SOPs in stock, follow up with the recent customers on SOPs
6/23/2018-6/27/2018 Develop formal SOP process
6/27/2018 Meet with Dealer and Service Director
7/2/2018 Meet with Parts Manager and Parts Consultant to implement new process
7/2/2018-10/2/2018 Weekly status check to review progress
10/2/2018-Forever Monthly status check to review progress

Action Plan

1. Go through all current SOPs in stock, follow up with customers on any recent orders
2. Move location of SOPs to front of Parts Department where it is easy to see and access
3. Meet with Dealer, Service Director and Parts Manager to review requirements and expectations
4. Write out formal process for SOPs. This new process will include the following:

- All special orders must be paid for at time of order
- Customer will have 60 days to pick up part from when the part comes in
- If customer doesn't pick up the part within 60 days, there will be a 35% restock
- Customer should be notified at least 3 times to let them know their part is in. the order form with the date and time the contact was made
- In addition to paper order form, all SOPs will be tracked on a shared spreadsheet many SOPs still need to be picked up
- After 60 days, Parts Manager will return part. Parts returns should be done or

5. Meet with Service Director and Dealer to go over new process and implement adjusted to include some component tie to SOPs.
6. Meet with Parts Manager and Parts Consultant to go over new process and
7. Inspect how process is being implemented each week by checking spreadsheets ensure new process is being followed
8. After 3 months, move inspection to once a month if process has been consistent

Requirements

Meeting with Dealer: Have two meetings with Dealer

1. **Action Proposed: First meeting will review issues with current SOP process a meeting will review new written process and plan for implementing process**

Meeting with stakeholder(s) (dealership personnel): Will meet with Service Director

Describe what is in place to support desired goal:

Review new process and go over goals of new process. Discuss how this new

2. **Train on how to implement new process. Review follow up inspection process implementing new process. Coach as appropriate following each inspection. I plan. If process is not followed, formal write-ups may occur.**

Accountability:

Monitoring progress: Monitoring will be conducted by Crista, Kailey and Servi

Who: Will be monitoring progress of Parts Manager and Parts Consultant to follow

What: Monitor progress of following new SOP process

3. **By When: Will monitor progress on a weekly basis for at least the first three months consistently will move to monthly monitoring.**

How: Will monitor by checking spreadsheet, paper order forms and SOP shelf

Describe checkpoints that have been established to measure progress:

Will monitor progress on a weekly basis for at least the first three months. This will move to monthly monitoring.

- 4.

Date(s) for review: Weekly beginning 7/9/2018; Monthly monitoring will begin next

5. Estimated cost for implementation: The only cost for implementation is staff li
process, etc.

Projected Date of
Completion:

10/2/2018

Sponsor Signature: _____

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name **Kailey Hatfield-Odero and
Crista Hatfield**

Student Number **335 - 36
and 37**

orders on pieces of paper and then file them in
then call the customer. Then they put the part
/ do not take payment ahead of time and are
: customer and through checking sheets,
otifying the Service Writer and it seems
l up. There are SOPs that are several years old

more efficient, help get rid of obsolete parts, be
parts inventory.

it ones, and develop a plan to get rid of the old

cess

ent order, develop plan to get rid of old SOPs
ow many are waiting to be picked up
ts of new process
ng elements:

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

and requirements of new process, Second

Director, Parts Manager and Parts Consultant

Each process will benefit the Parts Department.
Each week inspect their progress on
If appropriate, results may be tied to their pay

Process Director.
Follow new SOP process

Months. Then once process is being followed
to ensure new process is being followed

When once process is being followed consistently

to earlier than 10/2/2018.

abor to create process, train staff, monitor