

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)? **OEM CENTER OF LEARNING, GCADA, ASE PARTS MANAGER TRAINING**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **NO**
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? **89%, FTFR monitored weekly**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **85% internal sales**
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? **Locked out pricing in the dms for counter sales except for assistant manager**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Parts manager and assistant manager**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **We are cost plus 60 in internal. Guide was placed by service director**
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? **We are retail on warranty**
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? **Yes, the parts manager works with our controller daily.**

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)? **Both are provided and reviewed by the manager monthly.**
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? **Pricing matrix is set by the OEM**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **Web page updated monthly by ad company and verified with GM.**
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? **Yes we have an estore, and leads are handled by our BDC and handed to parts dept.**
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? **None ATM**
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? Yes, handled on the sales side. **Pre-made accessory sheets are made up and placed in every single deal jacket to be presented to customer after sale. Also walk through service and by display wall is required.**
16. What would help you sell more accessories? **Better training of sales people on benefits of AM sales.**
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? **Its is reviewed, however we do not do a large wholesale business due to lack of space.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **No. Parts manager will place a process to review this going forward.**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **Weekly review of the inventory on shelf and in the dms, and once a year physical of all parts inventory.**
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. Lost sales are tracked. All understand that a lost sale is a sale where we cannot provide the part at first demand, or get a deposit on an sop sale.**

21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Appointing customer for installation.](#)
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? [Factory returns being waited on to earn enough rebate to return the part. Total \\$ of obso is 24665](#)
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.)? [Current phase in/out is 1/3. Strategy is reviewed by manager weekly based on RIM recommendations.](#)
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? [10](#)
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? [More space.](#)