

NADA - Parts Manager Conversation

1. PM has over 30 years MOPAR parts manager certification (includes diamond certification status during the 1990's).
2. No vision statement has been provided to departmental employees.
3. Parts dept has never tracked FTFR.
4. 96% inside sales vs 4% outside sales.
5. Not aware of any security restrictions within AutoSoft DMS.
6. As it currency stands anyone who has access to the parts password can change pricing.
7. Internal parts pricing is at the same level as retail. Pricing policies were established by the Dealer Principle and are current.
8. Parts warranty pricing is calculated at 100.9% and has been in excess of 5 years since last reviewed for increase.
9. Managers do not work directly with the office manager regarding WIP. Open RO'S are reviewed and closed on a daily basis by SM.
10. Financial statement is provided to the PM monthly at time of payroll and is not discussed nor is a DOC sheet provided.
11. Retail pricing strategy as follows:
 - 0.01-3.99 add 250%
 - 4.00-5.99 add 225%
 - 6.00-7.49 add 200%
 - 7.50-8.99 add 175%
 - 9.00-24.99 add 150%
 - 25.00-64.99 add 125%
 - 65.00-79.99 add 115%
 - 80.00-99.99 add 105%
 - 100.00-149.99 add 100%
 - 150.00-224.99 add 95%
 - 225.00-249.99 add 90%
 - 250.00-9999.99 add 85%

12. Parts specials are reviewed quarterly.
13. Yes, we do offer an online eStore and all queries are routed to the parts manager via email and responded to within 24 hours.
14. No sales training is provided to parts personnel outside of manufactures requirements.
15. Retail sales consultants discuss accessories at the time of vehicle sales but no formal introduction to parts dept is performed.
16. Offer a discounted retail price at time of vehicle sale and/or within first 30 days of ownership.
17. Wholesale sales are not reviewed. Sole focus is on an aggressive yet consistent retail pricing strategy.
18. Never calculated what counter person sales amount is required to break even.
19. Discrepancies are reported to PM and variance reports are provided to accounting with each end of day documents.
20. Currently lost sales are not being tracked.
21. Special order parts must now be prepaid but still struggle to get service desk to schedule appointment for installation (going forward parts will contact customer when part arrives and transfer call to next available service consultant to arrange installation).
22. Current obsolescence greater than 13 months is at \$45339 due to uninstalled and/or incorrectly ordered parts prior to establishing the current prepaid policy.
23. Phase in at 3 months of sales within 9 months and phase out with less than 2 sales within 6 months. Used along with RIM defaults.
24. Level 9 of understanding DMS's monthly summary report.
25. Open discussion monthly with management regarding inventory status, sales objectives, and obsolescence status