

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)? **No formal training, learned on the job. (thrown to wolves 25+ years ago)**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **Not for just parts we have one for our store. Be a CADET. Character, Attitude, Drive, Energy, Talent.**
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? **He uses the DMS Report, 79%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **70% Internal, 30% External**
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? **Only one person has access to change any of the items listed, they are not on site.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Any parts/service manager roles can override pricing.**
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **We are at retail for internal, it is current.**
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 submit, our hourly rates and all to the OE for approval regularly.**
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, we use DealerOps that reports nightly on all open ro's and wip. The listed managers above are the ones who are responsible.**

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)? **Yes, it gone over on a monthly basis, they are accountable for their own department and any discrepancy from the forecast.**
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? **Our Senior Fixed Op's Managers at corporate set all of the pricing for them, rarely at my level are pricing goals checked.**
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? **I have never checked it, I just assume it is correct.**
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? **We do not, we have an automated email service that lets us know of any parts or service lead, it goes to the manager of the 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? **Not really any formal training for parts available to me.**
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? **No we do not, and have never looked into it before.**
16. What would help you sell more accessories? **Getting more opportunities for sure.**
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? **We do not, we kind of just do it based off feel and perception unfortunately.**
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? **No I do not. I do now thought after Matthew got back from class!**
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? **We have multiple steps that it must go through before it gets done, from employee to manager to centralized accounting team.**
20. Are lost sales being tracked in your DMS? Do you have a common definition that all counter people understand? What is your definition? **We do track it, we do not use it or every really pay attention to it.**
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? **Customer to answer the phone, text, or email.**

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? **The majority of ours was from old practices that we have since handled and got under control, none we just wrote everything off that we classified as (obsolete)**
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.)? **So we have no control over that, that is done at centralized accounting by the fixed ops team.**
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? **4**
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? **Numerous things I think, let's start with proper and complete training for the position. That would help a great deal in my eyes.**