

## 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. Parts Manager in Blue / GSM Jerry in Black**

1. What formal parts management training does your parts manager have (for example, the NADA Academy Seminar)? **NONE!** / Training is thru center of learning thru GM
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? What is it? **NO** / We are implanting one in October
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? **Stocking fill rate 100%** / Not correct we did the exercise and showed him the results
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **90%** / Create a cold call list. Weekly check in with outside vendors. etc
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? **Privileges set in CDK** / No access unless manager approval
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **All parts employees.** / Change to manager access only
7. Are you at Retail pricing for Internal? Who established your Internal parts pricing policies? Are they current? **Cost plus \$75.00** / Parts manager and GM
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? **Yes – cost plus \$96.14** / Just passed in 2023
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- parts does a month end reconciliation every month** / Month end with no excuses
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** / Reviewed together 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? [We use policy matrix, we have monthly meetings to make sure we are hitting our goals.](#) / Set new pricing as needed to stay above the curve
12. How often do you audit your dealership's Parts web page? How often are coupons, hours of business, etc., reviewed and updated? [Monthly/](#) Month end
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 daily parts manager/](#) Very aggressive
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? [GM training monthly /](#) Held accountable
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? [Done with sales person walk thru.](#) Need to tweak process but it is done with each purchase during tour of the store.
16. What would help you sell more accessories? [Be Free /](#) Creating a process for sales to be spiffed and pitching the accessories and proper hand off to parts.
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? [Yes monthly.](#) Month end
18. Do you know how much each of your Parts salespeople must sell each day just to breakeven? [Yes. /](#) Month end review and show them what needs done daily to stay on track
19. What procedures do you have in place to ensure inventory accuracy and integrity? How are variances communicated to the accounting office? [Cycle count monthly /](#) Month end
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 - what a lost sale is. /](#) We do track in CDK and share with employees
21. What is the biggest obstacle to getting your Special Order parts off the SOP shelves and installed/picked up? [Getting customers back. /](#) Build process and having them pay up front

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? \$46,000 pervious manager / Working monthly to clear out and learning from the past.
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.)? RIM/ We use RIM also we follow the process and check and balance monthly
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 / For me I'm 6 learning and asking to get better daily
25. What is the one thing that your organization can do or provide to help the Parts Manager do their job more effectively? They do provide the best tools to get the job done. / Constant learning and training