

## 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)? **He does not have any formal training, just Greenway Automotive in-house training.**
2. Does your Dealership/Parts department have a Vision statement that all departmental employees know and understand? **Yes.** What is it? **This is our house lets keep it secure and profitable.**
3. Have you ever tracked your First Time Fill Rate (FTFR) manually (not using the DMS or your OEM)? **No.** What is your current Repair Order FTFR? **91%**
4. What percentage of your business comes from Inside (RO/Internal/Warranty/Body Shop) vs Outside (Counter Retail & Wholesale)? **74% inside VS 26% outside.**
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? **Access control.**
6. Who can change/override parts pricing? Cashier? Service Director/Manager? Service Advisors? **Parts and service manager.**
7. Are you at Retail pricing for Internal? **Yes.** Who established your Internal parts pricing policies? **GM.** Are they current? **Yes.**
8. If you are in a Retail Reimbursement for Warranty state, are you at retail for warranty? **Yes.** If not, when was the last time you petitioned the OE for retail reimbursement?
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? **Yes.** What does this look like? **Monthly meetings and reviews.**
10. Is the financial statement for the Parts department given to the manager and discussed on a weekly/monthly basis? **Yes.** If not, is a daily operating report of sales, gross profit, etc., provided to the Parts Manager for review (DOC)? **Yes.**

11. What is your retail pricing strategy for your Parts department? **Yes, we use a price escalator.** How often do you check to see whether your pricing goals are being achieved? **Yes, we check weekly.**
12. How often do you audit your dealership's Parts web page? **Monthly.** How often are coupons, hours of business, etc., reviewed and updated? **Monthly.**
13. Do you have a Parts online eStore? **No.** How do you ensure that parts order forms/queries are responded to in a timely manner? **Tracking Daily.** Who gets the email leads/questions? **BDC Parts Personnel.**
14. What sales training is available for Parts personnel? **In-house training.** If training is available, **recently started.** Is it mandatory? **Yes.** How often are sales skills assessed, tested, and refreshed? **Frequently.**
15. Do you have a process to offer accessories to 100% of your New and Used customers? **No.** If so, what does it look like? If not, why not? **We are currently working on getting it to 100%.**
16. What would help you sell more accessories? **Having an actual boutique and showroom to display available accessories.**
17. Do you review your wholesale customers to see if their sales, gross, and returns justify the expense of conducting business with them? **Yes.** How often are they reviewed? **Monthly.**
18. Do you know how much each of your Part's salespeople must sell each day just to breakeven? **Yes.**
19. What procedures do you have in place to ensure inventory accuracy and integrity? **Bins are counted weekly.** How are variances communicated to the accounting office? **Weekly reviews.**
20. Are lost sales being tracked in your DMS? **Yes.** Do you have a common definition that all counter people understand? **Yes.** What is your definition? **Ask for the sale every time.**
21. What is the biggest obstacle to getting your Special-Order parts off the SOP shelves and installed/picked up? **Service getting customer back in.**
22. In your store, what do you feel is the biggest cause of frozen capital and/or obsolescence? **We run a clean operation with no major challenges, only special-order parts not being picked up.** What is the current dollar value of your obsolescence? **\$0.**
23. What is your phase in/phase out strategy? **Stocking fast moving parts.** How do you balance this strategy with factory recommended stocking guidelines (RIM, ARO, Parts Eye, etc.)? **Parts Eye.**

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? **Give him more control. :-}**