

Parts Department Tune-Up



The Parts Department Tune-Up consists of a 3-day on-site Client Operations Analyst (COA) visit focused on the Parts Department, including all Parts applications except SORs (see SOR Tune-Up), PartScan and Core Management. The visit includes:

- Custom assessment identifying training and utilization needs
- Review of dealership processes
- Implementation of “Best Practices”
- Report outlining what the visit and assessment has found

<i>Subject</i>	<i>Process</i>	<i>Results</i>
Review Set-ups, Interface, and Part Information	Review and fine-tune Parts set-ups, interface set-ups, and management set-ups. Review Master-Tape-Update criteria.	Standardize the way data is input into the system. Collect accurate information for calculation and reporting purposes.
Review Inventory Controls and Stockorder Procedures	Source configuration Phase in/out criteria Days supply/stocking level Economic Order Qty (EOQ) Use of Full-Bin, Per-Job, Extra-Buy Pac/Multi, Mfg update criteria.	Improve dealer fill rates by producing dealer specific guidelines of Parts inventory set-ups and procedures. Provide the Parts Manager with tools to control the inventory investment, and increase cash flow . Improve stockorder performance resulting in maximum manufacturer discounts and return allowances.
Invoicing Set-ups/Pricing	Review of all pricing set-ups: <ul style="list-style-type: none"> • Source Escalators • Price Break Escalators • Price Tables 	Explore flexible pricing options to maximize potential gross profit . Streamline creating, modifying, and closing of invoices.
Review Manufacturer Return Policies and Procedures	Implement/verify use of: <ul style="list-style-type: none"> • Multiple stock returns • Report excess value • Report excess stock • Report no movement 	Simplify manufacturer return process by using excess stock calculation return functions. Improve employee productivity by eliminating duplicate entry when posting manufacturer returns. Identify manufacturer returns separate from inventory adjustments on the Parts management report.
Daily Functions	Observe daily processes and procedures.	Maximize utilization by end-users by providing awareness of all product functionality. Review the importance of performing specific daily functions.

Monthly Functions	Review Month-End procedures and reports that should be run prior to closing the month.	The Parts Department will capture important information prior to Month-End close. Information should be used to improve stockorder performance and inventory adjustments and balances.
Database Management	Review procedures for entering part numbers and customers.	Establish consistent data input to maintain clean database files. Information retrieved will be accurate.
Parts Sales	Front and Back counter sales reviewed. Working with Credit Memos, Quotes and Pre-Paid. Review Setup Dealer Lists.	Correct handling of Sales/Quotes/Pre-Paid ensures accurate on-hand inventory, and increases customer satisfaction. Maintain sound invoice handling and accounting practices assures accurate cash drawer balancing.
Review Reports	Daily Reports, Monthly Reports, PDA Parts Data Archiving, RPG.	Provides the management team with information on sales, productivity, and profitability. Create your own reports containing the information needed by management, such as inventory sales trends and data accuracy audits.

Tune-Up Visit Overview

Dealership management will be given a comprehensive report outlining the findings of the assessment. The report will include department accomplishments and recommendations for productivity improvement.

