

FIXED OPS

PARTS MANAGEMENT

3-Month Program Outline

2 Days per Visit

- **OBSOLESCENCE**
 - Definition
 - Sources
 - Impacts
 - Management
 - Reduction
 - processes

- **SOP PARTS**
 - Defined processes
 - Timely follow up
 - Pre-payment requirements
 - Scheduling

- **LOST SALES**
 - How to define
 - Identify
 - Tracking
 - Capturing

- **INVOICING**
 - Price levels
 - Controls
 - Auditing

- **CORES**
 - Silent killer
 - Billing guidelines
 - Management
 - Revenue generation

- EMERGENCY PURCHASES
 - When is it ok
 - How is it being invoiced / identified
 - Tracking
 - Profitability
 - Management

- LEVEL OF SERVICE
 - Defining guidelines
 - Costs of failure
 - Failure points
 - How to determine

- INVENTORY MANAGEMENT
 - Controls in place
 - Frequency of physical inventory checks
 - Finding the right balance
 - Levels
 - Value

- PARTS MATRIX
 - Development
 - Strategies
 - Implementations

- INCREASE GROSS PROFIT MARGINS
 - Family pricing strategies
 - OEM Brand Offerings
 - Standard vs. Premium
 - Campaigns
 - Internal incentives