



Parts Department Management - Course Agenda

Day One

Introductions, Course orientation

Parts Financials

- Working with P&L statements
- Parts Department impact on the P&L
- How you affect the Balance Sheet
- Understanding Cash Flow Statements
- Gross Profit vs. Operating Income vs. Net Income

Parts Metrics

- Leveraging metrics that matter
- Safety metrics
- Inventory metrics
- Financial metrics
- Parts & Service Absorption
- Market share metrics
- Parts potential per installed unit

Parts Pricing

- Margin vs. Mark-up
- Market Based Pricing
- Target Margin Pricing
- Matrix Pricing
- Price Elasticity
- Best Practices in Parts Pricing

Partnering with the Service Department

- Service capacity constraints & Technician shortages
- On-hand inventory correlation to Service Efficiency
- Viewing the Service Department as a Parts Customer
- Parts not used by the Service Department (return / restock)
- The second counter concept



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Day Two

Generational Impact on the Parts Industry

- Generation in today's workforce
- Traits and priorities for Millennials
- Traits and priorities for Generation Z
- Adjusting your business

Recruiting Parts Talent

- Attracting Talent
- Filtering Talent - Key strengths and Applicant Screening
- Red lights and warning signs
- Interviewing

Onboarding New Talent

- Fundamentals and Benefits of Onboarding
- Areas for Onboarding
- Onboarding Checklist

Employee Turnover

- Preventing Turnover
- Preparing for Turnover
- Clear role definition
- Right person in the right role

Retaining Your Best Talent

- Quiet Quitting
- Stay Interviews
- New Gen Values
- Building Career Paths
- Position Tiers
- Motivating parts employees
- Grooming talent
- Succession planning
- Exit Interviews