

PARTS Manager Meeting Planner

This meeting planner is a tool that you can use to expand your training by using information from this month's *Consultant* magazine.

Article & Page	Activity	Manager's Script
The Warranty Parts Retention Area Page 6 Approx. 10 min.	<p>Opener/Energizer. An energizer helps loosen people up and gets them thinking about the material and its practical application within the dealership, particularly to their job.</p> <p>This exercise is designed to get your consultants to evaluate the Warranty Parts Retention Area of the department and discuss aspects of it that may be problematic.</p>	<p>In the article <i>The Warranty Parts Retention Area</i>, the author writes about the importance of having a well-organized section. I'd like to take some time and evaluate our program in the context of the points made in the article.</p> <p>On a scale of 1 to 5 (5 is perfect) rate each of the following: (a score of 1 to 3 requires a suggestion)</p> <ol style="list-style-type: none"> 1. Parts obtained and filed quickly. 2. Neat and complete parts tags. 3. Well-maintained area. 4. ID scrap versus hold parts.
Clean and Simple Page 9 Approx. 15 min.	<p>In this exercise you will ask your consultant to assess the condition of their department, their work area, and the equipment they use to conduct their job responsibilities.</p> <p>In this case it will be important for your consultants to adopt a proper frame of reference for each question.</p> <p>Please use the guide in the manager's script section of this meeting planner.</p>	<p>In the article <i>Clean and Simple</i>, the author writes about the need for a clean work area for the sake of a positive customer perception. A clean and well-organized work area can have an affect on productivity as well.</p> <p>First, take the customer's perspective, and then take the dealership owner's perspective and tell me:</p> <ol style="list-style-type: none"> 1. What part of our department stands out as in need of organization or cleaning? 2. What part of our department stands out as being especially well organized or clean? <p>Additional question – Name one thing we could do or that we need to invest in to help with organization/cleanliness.</p>
All Approx. 5 min.	<p>Wrap Up — The objective is to have your consultants provide feedback about information they found relevant and helpful in the magazine that was not covered in the meeting.</p> <p>Tip: <i>Do not adjourn without a response to this question. (You may need to offer your own answer and then ask what each person thinks about it.)</i></p> <p>Tip: <i>Another objective of this activity is to set the stage for next month's meeting. Consultants will prepare to answer the questions you may ask. This is a way to hold them accountable for reading the magazine.</i></p>	<p>We have talked about:</p> <ul style="list-style-type: none"> • Warranty Parts Retention Area • Simple and Clean <p>In addition to these subjects, what other one article or bit of information stands out for you in this month's <i>Consultant</i> magazine?</p>