



Jeremy Smallwood

Professional Advisor

Subject Matter Expertise:

Parts operations. Standard Policy and Procedure development and implementation.

Jeremy Smallwood has over 35 years of dealer operations experience. He specializes in Fixed Operations with a passion for improving overall parts performance, inventory integrity, and policies and procedures. He is a recognized subject-matter expert in Parts operations that can create a Best-in-Class parts department standard operating procedure.

As a former VP of fixed operations, and a director of Parts and Service Operations, he has diverse knowledge of the overall dealership operations, which allows him the ability to understand both sides of parts operations. With such a diverse working knowledge of the dealership's overall operations from both sides, this allows him to bring fresh perspectives to the table.

Jeremy was the lead advisor on the following KEA project:

Case Study

- **Twenty location dealership group**
- **Situation**
 - Lack of obsolescence knowledge (Causes and remedies)
 - Lack of DMS usage
 - No policies or procedures
 - No inventory reconciliations are being done.
 - Return process not being followed.
 - Non-stock parts coming into inventory.
- **Solutions**
 - Standard policy and procedure implementation
 - DMS integration with policies and procedures
 - Hands-on Inventory Training
 - Cycle counts
 - Lost sales recording
 - Open order clean up
 - No bin
 - No cost
 - Negative on hand

- Non-stock parts
 - Obsolescence
 - Turns
 - Fill rate
 - Frozen capital
- Implementation of specific inventory guides and daily routines
- **Impact**
 - Standardized inventory procedures at all locations
 - DMS usage to eliminate excess manual work
 - Cycle counts and inventories done to ensure accuracy
 - Lost sales and order clean up to provide right part, on right shelf, at the right quantity, at the right time, and with right cost
 - Turns increase
 - Fill rate increase
 - Reduction of obsolescence
 - Increased inventory performance
- **Bottom line:**
 - \$1.4 million dollar reduction in Obsolete inventory over 9-month period.
 - Correct policies and procedures implemented to keep obsolescence from reoccurring.

For more details about the improvements in inventory performance, please see the attached document.

Please contact Jeremy Smallwood @ jeremy@keaadvisors.com to see how a complimentary review of your inventory and inventory settings could make a huge difference to your bottom line too!