

PartsEdge

Success Stories

Taking Parts Management
from Good to Great



Every Parts Department Has a Story.

Every parts department faces a unique mix of challenges. Some are running smoothly but want to push performance even higher. Others are juggling too many priorities and just need breathing room. Some are new to the role and eager to prove themselves. And others are leading a recovery effort, determined to turn things around.

No matter where a department starts, one thing is consistent: every manager wants a more efficient, profitable, and predictable operation. That's where PartsEdge comes in.

At dealerships across the US, PartsEdge has helped managers cut dead stock, speed up turnover, and reinvest in high-performing parts. But the numbers tell only part of the story. Behind every improvement is a manager who gained clarity, confidence, and control. This report highlights their stories.

FOUR TYPES OF MANAGERS

The Seasoned Optimizer



Already performing well, these managers want to go from *good* to *great*. PartsEdge helps them uncover hidden opportunities and turning incremental gains into lasting competitive advantage.

The Overloaded Operator



These managers wear too many hats and are pulled in every direction. With PartsEdge acting as a co-pilot, they gain time back, reduce manual workload, and simplify complex inventory tasks.

The Parts Protégé



New to the role or the industry, these managers need structure and quick wins. PartsEdge provides the framework, insights, and confidence to set up systems correctly from day one.

The Turnaround Artist



Leading a department in distress, these managers use PartsEdge as a recovery partner. With data-driven guidance, they transform unhealthy inventories into efficient, revenue-generating operations.



RESSLER TOYOTA

Fine-Tuning a High-Performing Inventory



Mitch Brady, Parts Manager

THE CHALLENGE:

Elevating an Already Strong Inventory Operation

At Ressler Toyota in Bozeman, Montana, Parts Manager Mitch Brady wasn't facing a crisis -- far from it. His department already had a strong handle on parts inventory and a solid return process. But Mitch was looking for an edge: "The main goal of PartsEdge was to sharpen the knife of our inventory," he explains. Mitch wanted to improve performance metrics without increasing investment or sacrificing service readiness.

While experimenting with different inventory setups in their DMS, Mitch found that global phase-in and phase-out settings caused bloated stock, especially for bulky or slow-moving parts. "We didn't really feel like we had any problems," he said, "but as we dug in with PartsEdge, we started finding issues we didn't know we had."

KEY IMPROVEMENTS

+\$40K

Productive Stock

-\$17K

Excess Inventory

-\$19K

13/13 Obsolete Inventory

"PartsEdge makes it a lot more fun to be creative with the inventory. The numbers show the creativity is working, and that gives us an edge."

THE SOLUTION:

Creative Customization with a Sharper Lens

With PartsEdge, Mitch gained the tools and guidance to tailor inventory settings based on part type and source. “We’ve done a lot of custom sources—discontinued parts, damaged returns, special orders—each with unique characteristics,” Mitch said. These adjustments allowed him to expand the range of in-stock parts for same-day repairs while controlling excess.

The results speak volumes. Over a six-month span, Mitch grew active part numbers from 2,574 to 3,691 without increasing overall spend. Obsolescence dropped from 7.05% to just 2.98%, and productivity across Toyota inventory climbed above 53% -- a reflection of targeted phase-in strategies and smarter sourcing decisions.

RESULTS ACHIEVED

November 2024 to May 2025

Healthier, Broader Inventory Coverage

Total inventory grew +\$65,535 (+\$581,619 → \$647,154) while Productive stock rose from 37.23% to 39.76% (+2.53 pp, +\$40,777).

Active part numbers expanded from 2,574 to 3,691 (+43%), demonstrating deliberate breadth expansion without sacrificing efficiency.

Shaper Quality, Lower Excess

Excess inventory fell from 28.18% to 22.76% (–5.42 pp, –\$16,642), indicating tighter control of slow-moving parts.

Watch inventory also declined (10.34% → 9.48%), showing improved forecasting accuracy and demand alignment.

Obsolescence Nearly Eliminated

13/13 (Obsolete) inventory plunged from 6.85% to 3.18% (–3.67 pp, –\$19,219).

This dramatic reduction reflects proactive cleanup and precise stocking strategy — keeping capital in sellable inventory instead of dead stock.



TITUS-WILL TOYOTA

Turning Parts Chaos into Inventory Clarity



Steve Fishel, Parts Manager

THE CHALLENGE:

A Complex Inventory Taking up Valuable Time

When Steve Fishel stepped into the Parts Manager role at Titus-Will Toyota after decades with the dealership, he quickly realized how much the complexity of parts inventory had grown. Toyota's expanding product line meant thousands of additional part numbers, and Steve found himself buried in manual processes. Stock orders at the beginning of each month could run 750+ lines, requiring hours of review and deletion.

On top of that, source coding was limited to just 14–15 categories, leaving Steve without the flexibility he needed to keep inventory aligned with demand. The result was a system that worked but consumed valuable time and left too much capital tied up in slow-moving parts.

KEY IMPROVEMENTS

+6%

Productive Inventory

-4%

Excess Inventory

-2%

Forced Inventory

"PartsEdge freed me to focus on building a stronger partnership with a service, reducing special orders, and ultimately improving customer satisfaction."

TITUS-WILL TOYOTA

THE SOLUTION:

Partnering with PartsEdge to Free Up Time and Capital

PartsEdge partnered with Steve to overhaul his inventory processes, expanding source coding from fewer than 15 to more than 30 categories. This allowed for tighter stocking parameters and more dynamic management of demand. By trusting PartsEdge’s tools and guidance, Steve was able to offload much of the manual work and focus on strategic improvements—such as aligning shelf space with the dealership’s service needs instead of

stockpiling sheet metal. “Being able to trust you guys in helping build that and putting that in place... has truly been a game changer,” he said.

For Steve, these improvements didn’t just mean cleaner numbers—they freed him to focus on building a stronger partnership with service, reducing special orders, and ultimately improving customer satisfaction.

RESULTS ACHIEVED

January to August, 2025

Healthier Mix Composition

Productive Inventory: Improved from 58.16% → 64.03% (+5.87 pp)

Excess Inventory: Reduced from 25.20% → 21.53% (–3.67 pp)

Leaner Capital Footprint

Working Capital Reduced by \$75,587

Achieved real drawdown (not just reclassification), lowering carrying costs without flooding obsolescence.

Stability in Obsolescence

13/13 Inventory: Essentially flat at 2.40% → 2.45% (–\$2,240)

This shows disciplined returns and scrap cadence despite capital cuts.

DUVALL CHEVROLET & FORD

Empowering a New Manager with Confidence



Kayla Bell, Parts Manager

THE CHALLENGE:

A New Manager Needing Structure and Support

When Kayla Bell stepped into her role overseeing the parts departments at Duvall Chevrolet and Ford, she faced the challenge of bringing order and consistency to a multi-store operation. Each department had its own mix of aging stock, unnecessary orders, and missed return opportunities. With limited time to analyze the complex data coming from GM RIM, Ford PASE, and Chrysler ARO programs, Kayla needed a clear system that would help her organize, prioritize, and demonstrate immediate results. She wasn't starting from scratch—but she needed structure, guidance, and time-saving tools to set a strong foundation.

RESULTS ACHIEVED

-\$29K

Total Inventory Reduction

+3%

Productive Inventory

-\$11%

Forced Inventory

**Ford Inventory*

"Just having an extra set of eyes can help when you can't do it all."

DUVALL CHEVROLET & FORD

THE SOLUTION:

Clear Data and Expert Backup

PartsEdge quickly became the foundation. By centralizing and clarifying data across Duvall's three stores, the platform helped Kayla identify unnecessary orders, tighten return processes, and clean up old inventory that had been overlooked. The expert support from PartsEdge gave her the confidence to act decisively and the structure to scale those improvements across all brands.

"The help that comes with it—having our OBS monitored and cleaning up all inventory that was previously missed—was a game changer," Kayla said. PartsEdge didn't just streamline operations; it built confidence, providing the structure and visibility a new manager needs to lead effectively.

RESULTS ACHIEVED

November 2024 to September 2025

Faster Flow and Leaner Capital

Chevrolet: Total inventory decreased by \$20.5 K, and the PS ratio improved from 0.65 → 0.82, confirming stronger sales throughput relative to purchases.

CDJR: Reduced total inventory by \$27.8 K while increasing sales velocity (PS ratio 0.67 → 0.72).

Ford: Lowered total inventory by \$29.18 K, and achieved a PS ratio gain from 0.73 → 0.89, signaling faster flow and healthier turnover.

Improved Stock Quality and Efficiency

Chevrolet: Productive inventory grew +4.7 pp, and forced stock dropped -14.6 pp, showing major quality gains in controllable stock.

CDJR: Productive mix rose +5.14 pp, while forced inventory dropped -10.94 pp, creating a cleaner, more efficient mix.

Ford: Productive inventory improved +3.26 pp, and forced stock declined -11.09 pp, reflecting sharper purchasing and reduced non-natural buildup.



TINNEY CHEVROLET

Restoring Balance and Control



Jake Lyon, Parts Manager

THE CHALLENGE:

A Department in Need of Structure and Relief

When Jake Lyon took charge of the parts department at Tinney Chevrolet GMC, he inherited a system that needed discipline and recovery. Stocking levels were uneven, excess inventory was creeping upward, and returns weren't always processed before deadlines closed. Jake knew what needed to be fixed — but like many managers leading a turnaround, he faced the limits of time.

The problem wasn't effort — it was efficiency. Too many manual steps, too many competing priorities. Jake needed a smarter way to regain control, reduce idle parts, and bring stability to the mix without adding more hours to his day.

KEY IMPROVEMENTS

-\$9K

Total Inventory

+\$10K

Productive Inventory

-\$21K

Excess Inventory

"Having a dedicated team of experts to rely on for the unique challenges I face has brought tremendous peace of mind."

TINNEY CHEVROLET

THE SOLUTION:

Streamlined Systems with Trusted Support

PartsEdge stepped in to help Jake triage his inventory and build a healthier foundation for growth. By taking over RIM Stocking Proposals and implementing proactive return tools like the CSO11 report, the team quickly brought order to the chaos. Idle stock was flagged before it became obsolete, and return reserves were used strategically to recover value that might have otherwise been lost.

This hands-on partnership led to measurable improvement across every key indicator. Total Inventory declined by \$8.8K, while Productive Inventory increased by \$9.9K — a clear sign that more capital was flowing into sellable stock. Jake not only restored inventory health — he built a structure that will sustain it long term.

RESULTS ACHIEVED

November 2024 to September 2025

Stabilized Inventory, Stronger Core

Total Inventory fell by \$8.8K — reducing overhang and bringing the department back to a healthier, leaner baseline.

Productive Inventory grew by \$9.9K, showing that capital was redirected into fast-moving, revenue-producing parts.

Cut Excess and Improved Turnover

Excess Inventory declined by \$20.6K, freeing up cash and reducing carrying costs.

MO Average dropped by \$3.8K, confirming that parts were moving through the system more quickly.

Healthier Mix, Ongoing Momentum

PS Ratio improved from 0.94 → 0.98, showing stronger alignment between purchases and sales.

13/13 Inventory declined by 0.79 pp, reflecting early success in reducing obsolescence.

Let's Build Your Success Story.

Every parts department has its own rhythm, pressures, and priorities—but no one has to figure it out alone. Whether you're optimizing performance, catching your breath, building a foundation, or driving a turnaround, PartsEdge meets you where you are and helps you get where you want to go.

Curious which profile best matches your management style? Take the [Parts Manager Profile Quiz](#) on the PartsEdge website to discover your type and get personalized tips to strengthen your inventory performance.

And when you're ready to see what's possible, [schedule a free 15-minute demo](#). There's no pressure—just a practical conversation about your current setup, your challenges, and how PartsEdge can help. Because every dealership deserves a parts operation that runs smoother, moves faster, and works smarter—with a trusted partner by its side.



TAKE THE QUIZ