Getting the Right Parts the First Time

Do the following for every part - every time

1: Use the VIN number, no exceptions.

Update your software so it automatically fills in the VIN number when you enter the license plate – this will prevent incorrect information entry.

Copy and paste whenever possible instead of typing in information.

2: Look it up in house.

With a little practice this will normally be faster and far more accurate than calling someone to look it up for you.

Cataloging for almost every part is available from your vendors or can be found on line (you may have to look a bit, but odds are it's there somewhere).

3: Use cataloging that integrates with your management software.

This will prevent incorrect vehicle information entry.

4: When options exist, find the definite answer – don't guess.

Build dates, sub-models, designs, drive types are some examples.

5: Find out what other parts may be needed for this job.

Order them at the same time – better vendors prefer that you do this and have a few more returns as opposed to making them deliver twice for the same job.

If not 100% sure that you have identified the correct part, then do these

6: View a photo of the replacement part.

7: Look for an OE part number on the part to be replaced.

8: Use a different look-up system to see if they both come up with the same result.

Tip: Install dual or triple monitors at all workstations where parts are looked up. The ability to view multiple screens at the same time without switching back and forth between programs prevents errors.