



**United Servicers Association**

## **Truck Inventory Key to First Call Completes**

By Paul Mac Donald



At the fall Regional Service Meetings (RSM) organized by United Servicers Association, attendees were instructed on the importance of first call completes to their bottom line and how having the right truck inventory was key to increasing first call completes.

Regular review of each technician's truck inventory is the single biggest value-added activity to increase first call completes in any service business. Individual part sales of 4 times a year are a good measure of what should and should not be on your truck. If a part is vital to your business and sells less than 4 times a year, keep it in the shop rather than on your truck. This way other technicians can have access to it when needed, thus reducing the dollar investment of your total inventory. To keep on top of their largest asset, companies must review truck stock at a minimum of once a year and often more frequently. Technician skill sets and geographic territory will affect truck stock and every technician will be unique.

At the Sacramento RSM, Brad Cantor of WL May Parts Company, told attendees that their company regularly provides their customers with individual company purchase history as well as the top selling parts at WL May Company.

Making sure your truck stock is both current and accurate is an arduous task and one often postponed for a slow day that often never comes. Companies that take truck stock seriously have better efficiency, first call completes, satisfied customers and most of all, better bottom line profits!

A special thanks to WL May Parts Company for providing this service to their customers. Why not ask your parts distributor to help you optimize your truck inventory.