

**SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY  
SAULT STE MARIE, ON**



**COURSE OUTLINE**

**Course Title: Parts & Supplies**

**Code No.: ASM 111**

**Semester: 2**

**Program: AUTOMOTIVE TECHNICIAN  
- SERVICE & MANAGEMENT**

**Author: Michel Couturier**

**Date: December 1998**

**Previous Outline Date: N/A**

**Approved:**

*K. DeRosario*

**Dean**

*Dec. 23/98*

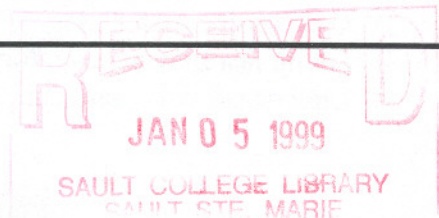
**Date**

**Total Credits: 5**

**Prerequisite(s): None**

**Length of Course: 16 Weeks Total Credit Hours: 64**

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For additional information, please contact Kitty DeRosario, Dean, School of Technology, Engineering &  
Technical Trades, (705) 759-2554, Ext. 642.



**I. COURSE DESCRIPTION:**

This course is designed to meet the demands for a Part/Supplies Technician capable of assuming the various responsibilities required in a typical Aftermarket/Dealer Parts Department. The student is exposed to fundamental elements of the Parts/Sales/Service requirements enabling them to competently perform sales and service, manual and computerized cataloging, parts invoicing, inventory control, shipping and receiving, cross training and teamwork.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

(Generic Skills Learning Outcomes placement on the course outline will be determined and communicated at a later date.)

Upon successful completion of this course the student will demonstrate the ability to:

- 1) Understand the various positions available within the Aftermarket/Dealer Parts Department.

Potential Elements of the Performance:

- 1) Outline the importance of teamwork.
- 2) Role playing of the various positions.
- 3) Identify the importance of cross training.

- 2) Perform Manual & computerized Parts Search & Retrieval.

Potential Elements of the Performance:

- 1) Locate & search manual catalogues for various Parts Applications
- 2) Search computerized cataloging for various Parts Applications.
- 3) Search manual catalogues for special tools & equipment.
- 4) Interpret how to discuss automotive components with technicians and public consumers
- 5) Explain the benefits of a computerized system to business owners and technicians

- 3) Gain the knowledge of what key elements are required for a profitable inventory.

Potential Elements of the Performance:

- 1) Understand & calculate gross profit.
- 2) Determine what is a fixed cost.
- 3) Use classification codes.
- 4) Set up fast moving inventory.
- 5) Understand what minimum turns are required on a sku so that it's profitable.

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COURSE NAME

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COURSE NUMBER**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE  
(Continued)**

- 4) Demonstrate parts ordering and invoicing.

Potential Elements of the Performance:

- 1) Performance of manual and computerized invoices.
- 2) Explain why proper parts invoicing is directly connected to inventory control.
- 3) Understand how to source parts when ordering - i.e. Warehouse or direct to supplier.
- 4) Explain core charges & freight.
- 5) Explain to potential customers various grades of quality & warranties where applicable.
- 6) Discuss technical help lines and how they benefit.

- 5) Demonstrate & explain why proper merchandising & promotions increases sales & exposure.

Potential Elements of the Performance:

- 1) Understand what is a loss leader and its benefits.
- 2) Describe different methods available for advertising.
- 3) Outline seasonal & commodity items and what makes them competitive.

- 6) Understand the importance of special tools & equipment.

Potential Elements of the Performance:

- 1) List the benefits of special tools & equipment related to part sales.
- 2) List what benefits the special tools & equipment are to the service technician.
- 3) Describe why ongoing training is important.

- 7) Understand the importance of shipping & receiving.

Potential Elements of the Performance:

- 1) Describe why receiving is the most important step as a part enters the building.
- 2) Exhibit knowledge of shipping various items and dangerous goods.
- 3) Outline the guidelines for the transportation of Hazardous Materials.

### **III. TOPICS:**

- 1) Various Positions Available Within The Aftermarket/Dealer Parts Department
- 2) Manual & Computerized Parts Search & Retrieval
- 3) Key Elements Required For A Profitable Inventory
- 4) Parts Ordering And Invoicing
- 5) Why Proper Merchandising & Promotions Increases Sales & Exposure
- 6) Special Tools & Equipment
- 7) Shipping & Receiving

### **IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Handouts specific to each topic

### **V. EVALUATION PROCESS/GRADING SYSTEM**

The final grade for this course will be based on results of classroom assignments and shop evaluation weighed as indicated.

Classroom: 50% theory tests and quizzes.

Assignments: 10% of final grade of comprised assignments.

Lab: 40% of final grade comprised of attendance, punctuality, preparedness, lab assignments, work organization, student ability to work as a team player and general attitude.

Note: Students will be given assignments with reasonable time to complete.

GRADING: A+ - 90 to 100  
A - 80 to 89  
B - 70 to 79  
C - 60 to 69  
R - 59 or below

## **VI. SPECIAL NOTES:**

- Special Needs  
If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the instructor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.
- Retention of Course Outlines  
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.
- Disclaimer for Meeting the Needs of the Learners
- Substitute Course Information is available at the Registrar's Office.
- Instructor has the right to modify curriculum to meet the needs of the students.

## **VII. PRIOR LEARNING ASSESSMENT**

Students who wish to apply for advanced credit in the course should consult the instructor. Credit for prior learning will be given upon successful completion of the following: