



B.M. ARSHAD

56/29, 5th Street, Strahans Road, Chennai 600012.

Mobile: 9600033020

Email: avalan786@yahoo.co.in

SHORT SUMMARY

| <i>Current Position</i> | Certified Parts Manager |
|--|---|
|  <p>Nationality</p> <p>Languages</p> <p>Marital Status</p> <p>Expected CTC</p> <p>Passport No</p> <p>Expiry Date</p> <p>Minimum Joining Period</p> |  <p>Indian</p> <p>English, Hindi, Tamil and Urdu</p> <p>Married.</p> <p>Not Specified/Negotiable</p> <p>L7219344</p> <p>28/10/2024</p> <p>30 days</p> |



AWARD - 2016

Best Parts Manager award for the year 2016 under the Retail Category 11 by MERCEDES BENZ INDIA.

CPPS – 2017 - Certification Award Certified Parts Process Specialist by MERCEDES BENZ INDIA.

| SKILLS | PROFILE SUMMARY |
|---|---|
| <ul style="list-style-type: none"> • Spare Parts Planning • Inventory Control • Warehouse Management • BG/CG-Funds Management • ADP/POM • MIS/MRT • IDS • Quantitative/Qualitative Target • Logistics Operations • MaFoCa | <ul style="list-style-type: none"> ❖ A CPPS professional with diversified experience in MERCEDES BENZ, JAGUAR/LAND ROVER, BMW, FIAT and TATA. ❖ Parts Management, Order Planning, Inventory Management, Resource Management, People Management Sales & Distribution. ❖ Demonstrated abilities in inventory levels for ensuring ready availability to meet procurement & dispatch targets. ❖ Pivotal in ensuring adherence to all company's policies & procedures ❖ Hands-on experience in ensuring effectiveness of all warehouse operations according to objectives and preparing appropriate forecasts. ❖ Experienced in ensuring optimum inventory levels to achieve maximum cost savings without hampering the distribution process. ❖ Skilled in overseeing the spares management operations viz. scheduling dispatches of spares parts, etc. ❖ Maintaining optimum spares stock level at different service points ❖ Proficient in damage & transit insurance claims ❖ Monthly Review, Quarterly Review, Midyear Review, At Glance PMGR, B&P, Service KPI, After Sales CSI, Operations KPI, POM Bonus. ❖ Achievement of Quantitative and Qualitative Targets and POM. |

WORK EXPERIENCE

| YEAR | ORGANISATION | BRAND |
|-----------------------|-----------------------------|-------------------------|
| Sept 2015 – Present | Titanium Motors | Mercedes Benz |
| Sept 2012 – Aug 2015 | VST Motors Ltd | Tata & Fiat |
| Dec 2010 – Aug 2012 | VST Motors Ltd/VST Grandeur | Tata, Fiat and JLR |
| Aug 2008 – Sept 2010 | VST Auto Parts | Distributor Tata & Fiat |
| June 2008 – July 2008 | Kun Exclusive | BMW |
| Nov 1991 – May 2008 | VST Motors Ltd | Tata and Mercedes Benz |

TITANIUM MOTORS – CURRENTLY WORKING

- Presently working in Mercedes Benz dealership as Certified Parts Manager.
- A Leading Automobile Group In India for Mercedes Benz, Jaguar Land Rover, VW, Mahindra, TATA and Ducati with group turnover of 1800 Mio INR and Parts turnover of 300 Mio INR annually.
- Achieved Parts ADP Growth for the FY 2016, 2017, and 2018.
- Maintaining a balanced inventory consistent with the requirements of the service department.
- Ensure the supervision of the stock order procedures, Confirms to policy on the Stock, VOR and DRT parts.
- Ensure technicians are adequately supplied with all parts and materials as needed, reducing the dependency of individuals by doing job rotations on regular intervals.

- Enforces and monitors guidelines for working with HOD and CRM team to ensure maximum customer satisfaction.
- Co-ordinating with Job Controller on daily basis for customer issues related to spare parts, informing service dept. for any delay in advance for customer notifications.
- Ensuring the cleanliness of team & workplace in appearance, ensuring staff is well capable to handle situations of high demands.
- Ensuring all local purchase parts are issued immediately for the customer vehicle and no inventory of local items is growing apart from engine oils, tyre, and battery.
- Monitor and control slow and non-moving stock levels within company guidelines. Liquidation of Dead Stock to Recover Old Capital Investments.
- Reduction in Buying Cost of Local Purchase Parts to Increase Gross Profit Margin.
- Assists in analysing departmental operations and storage layout and revises as needed for maximum effectiveness.
- Rearrangement of parts storage to reduce travel time of pickers, to reduce parts damages and misplacement, to increase the visibility for easy access.
- Ensuring spare parts receiving and issue procedure is followed by spares team.
- Ensuring information related to customer and their ordered parts is transferred to service department on the same day of parts receiving with full details to increase vehicle movement in workshop.
- Ensuring ordering cycle of weekly/bi-monthly and monthly is followed for optimum level of inventory and parts availability.
- Ensuring implementation of corrective actions on KPI in co-ordination with service manager.
- Accepts other responsibilities as requested by the Head - Aftersales or dealer principal.
- Utilize existing tools and work with the centralized inventory control team to maintain an appropriate and efficient part inventory in accordance with approved cost controls.
- Follow-up with MBI for the Parts supplies.
- Maintain the accuracy of the inventory and Liquidation of Non-moving Inventory and reduce inventory.
- Making the parts available for the vehicles at shortest possible time.
- Establish and maintain quality warehouse services by increasing the space within & Profit maximization by within allotted space.

VST MOTORS LTD – PREVIOUS EMPLOYMENT

- Worked as Parts Head in Tata Motors and Fiat Dealership, Handled multiple workshops with 7 branches with an average Throughput of 100 vehicles per day.
- Excellent knowledge of Workshop Sales, Stock, Order Planning, VOR %, FFR, PNA, PJC, MOS, ITR, Parts Consumption Per Vehicle, Bay Productivity and Non Moving Analysis, Sales and Marketing of Parts through Distribution.
- Discuss and finalize annual targets with HOD; Understand business strategy; Collate inputs (such as potential in flow and Vehicle sales) from branches & channels; Review and analyse this data; Deploy plan to all branches & channels; Set up tracking & review mechanisms in order to achieve revenue & profitability targets for sales of Parts.
- Responsible for achieving business results in Workshop, Retail, Counter, Accessories and Boutiques.
- Co-coordinating with the branches in Anna Salai, Poonamallee, OMR, Kanchipuram, Villupuram, Cuddalore, Vellore and Trichy.

- Having a proven track record in achieving growth in Workshop Sales and Distribution Segment, diversified knowledge in all ranges of Tata, Fiat and Jaguar, Land Rover Parts, specially trained in both Diesel and Petrol Cars, Strong knowledge of Parts, and there Numbers system
- Exposure to total Materials Management functions with special emphasis on Order Planning, Inventory Control, Non Moving Liquidation, Warehouse Management, Cycle Counting and W2W.
- Efficient Spare Parts management to ensure optimum parts availability at Dealer Point and attaining 90% + fill ratio.
- Sound knowledge of ordering Parts from the Principal through Fixed Order, Weekly Order, Daily Order, Causal Order, Vors and regular visitor to PCD warehouse at Pune and Bangalore.
- Highly mature and confident with excellent Communication and Analytical skills in Men, Money, Materials and Markets. Having a flair for traveling and meeting People.
- Visited TML/JLR/FIAT/MERCEDES offices in Jamshedpur, Pune, Mumbai and Bengaluru.

VST AUTO PARTS – PARTS TRADING AND DISTRIBUTION

- Distributor for entire Tamilnadu for Tata and Fiat brand. Sales Promotion activities of Maintaining an updated Customer Database for an effective Customer Relationship Management. Appointing of Authorised Retailers.
- Preparation of Business Plan, Sales Forecast, Sales & Marketing Activity Plan and timely execution & effective implementation of the same.
- Maintaining and developing relationships with existing customers via meetings, telephone calls and emails.
- Visiting potential customers for new business.
- Making accurate, rapid cost calculations, and providing customers with quotations.
- Negotiating the terms of an agreement and closing sales.
- Gathering market and customer information and providing feedback on future buying trends.
- Representing your organization at trade exhibitions, events and demonstrations.
- Negotiating variations in price, delivery and specifications with your company's managers.
- Advising on forthcoming product developments and discussing special promotions.

- Liaising with suppliers to check on the progress of existing orders.
- Checking quantities of goods on display and in stock.
- Getting involved in identifying new markets and business opportunities.
- Recording sales and order information and sending copies to the sales office.
- Reviewing your own sales performance, aiming to meet or exceed targets.
- Controlling outstanding.
- Mapping the business potential & growth opportunities in Parts Distribution
- Plan & carry out Sales visits for promoting & creating Pull for Tata and Fiat Products in the market through extensive Customer contract with Spare Part Retailers & Garage Mechanics (End Customer / Users).

KEY RESPONSIBILITIES – PARTS, LUBES, ACCESSORIES, BOUTIQIES, TYRES & CHEMICALS

Parts Management

- Managing day to day operation of parts department in order to maintain a balanced inventory consistent with the requirements of the Workshop.
- Parts turn-over, Purchase and profitability, Productivity and Planning.
- Ensuring targets and Gate openers are understood month wise and achieved within the given financial year.
- Monitoring the development of inventory turn-over and take the necessary steps to keep with MB standard.
- Ensuring proper communication and liaison with the Workshop Team / Service Center to arrive at a proper inventory level for each part.
- Monitoring utilization of parts to identify Fast & Slow Moving Items, in order to properly plan in maintaining appropriate stock levels for each part.
- Ensuring proper communication and co-ordination with MBI Logistic Team as well as other dealers and maintain healthy relation with them.
- Setting goals for parts department and evaluate the performance.

Order Planning

- Order Planning and processes to ensure the timely availability of all the necessary parts to PMGR and B&P counters.
- Controlling purchase and ordering procedures to maintain department profitability against Stock and VOR orders.
- Following up on claims and material return process and credit notes.
- Deciding on the measures to deal with existing inventory and take the necessary steps to minimize the accumulation of non-moving inventory.
- Supervising the ordering procedures and follow up on back orders/Open Orders/ETA/RLC & GLC availability.
- Monitoring shipping and receiving process to ensure timely receiving of parts shipments.
- Maintaining shipping and receiving schedules.
- Supervising purchase of parts, accessories, and literature and sales promotion materials.

Resource Management

- Managing the allocated resources effectively in order to ensure its utmost utilization for parts.
Developing effective plan and implementing to ensure customer satisfaction on parts availability and minimize non-availability of parts.
- Taking proper measures to utilize the maximum space within the existing warehouse capacity.
- Managing the schedules of the Parts team to maximize efficiency and lower cost in delivering objectives.

Inventory & Warehouse Management

- Overseeing the Inventory Management activities and processes to ensure minimal losses of parts and other assets from internal or external conditions.
- Introducing measures for modernizing and updating parts storage and warehousing systems.
- Developing and maintain procedures on proper handling and storage of parts in the warehouse.
- Ensuring that parts are stored correctly so as to prevent damage and losses.
- Supervising annual and perpetual inventory checking.
- Ensuring proper safety and security standards are being followed by all staff.
- Ensuring the quality of all incoming parts are checked and binned properly.

People Management

- Building, manage and motivate my subordinates towards team cohesion and exemplary performance in order to maximize productivity and deliver the targets / objectives of the division / function.
- Building and develop the Parts Team's Knowledge, Skills and attributes towards timely delivery and quality of work.
- Providing an environment which shall encourage and promote knowledge and skills development.
- Conducting staff appraisals to assess and improve effectiveness in meeting current and future needs.
- Creating a coaching and mentoring environment and encourage teamwork between the staff in order to improve team performance and people development.
- Sharing knowledge and experience with the team(s) and provide feedback, guidance and assistance.
- Ensuring the team exercises due care and attention to work in a safe and efficient manner.
- Identifying manpower requirements and take an active participation in the recruitment activities for present and future vacancies.

Parts Sales and Marketing (Distribution)

- Managing the Parts Sales and Marketing to manage the achievement of the Parts Sales Targets and objectives.
- Making efficient parts marketing and disposition strategies in accordance with company policy and procedure.
- Making effort to increase market penetration of our brand by pushing sales to sub-dealership with attractive offers.
- Assisting in conducting seasonal promotions and campaign to promote parts sales.
- Seek and provide market and competitors information for evaluation and devising marketing policies.
- Providing proper guidelines to parts staff to create more business opportunities.
- Ensuring target offsets are analyzed and correcting measures are introduced.
- Ensuring the knowledge gained from the market research and analysis is fully considered in the process of pricing and sales promotional programs.
- Assisting in determining pricing for the parts in each category that will ensure the generation of sufficient gross profit while maintaining customer loyalty.
- Managing and resolve customer complaints on parts to maintain utmost customer satisfaction.

KPI's

- ADP & CP
- Lubes ADP
- Tyres ADP
- BG, Funds Management
- Service Level
- PNA
- Non Moving Parts Monitoring
- IDS Compliance
- CPPS
- Liquidation of Non Moving Parts
- XYZ and FMS Parts.
- MSRN and Claims
- Daily Tracker updation
- RPMS
- MRT
- CSP Parts
- VOR Parts
- VOR % Report
- After Sales Report
- MaFoCa
- Service Level
- Stock Turn Ratio
- Stock Ageing Details
- Service Camp
- Service Measures
- DRT Parts
- IFB Analysis
- Parts Scrapping
- Battery Disposal
- Warehouse and Logistics
- Stock Audit

EDUCATION & IT SKILLS

- B.A., (Corporate Secretary ship), University of Madras.
- Diploma in Business Computing.
[Word, Lotus 123, Dos 6.00, DBase]

Brilliant's Computer Center.
- Diploma in Relational data Base Management System.
[UNIX `C`, Oracle-7]

Forms 3.0

Forms 4.5 under Windows

Software Solution Integrated Ltd.

TRAINING & CERTIFICATION (MERCEDES BENZ, JLR, FIAT, & TATA)

- ❖ 2017 CPPS Module 1 and Module 11 Training at Mercedes Benz Academy
- ❖ 2017 - PPE training as a preparation for CPPS Exam Bangalore.
- ❖ 2016 - Induction training for Edealer Management System at Mercedes Benz Pune.
- ❖ 2014 - Next Generation Advance Ordering Training in Tata Motors Pune.
- ❖ 2014 Most advance globally acclaimed Servigistics (SVG) Training Chennai.
- ❖ 2011 - JEPC and Unipart training of Jaguar and Land Rover Mumbai.
- ❖ 2008 - EPER and Spare Parts Management Training in Fiat Mumbai.
- ❖ 2007 - Advance Spare Parts Management Training In Tata Motors Pune.
- ❖ 2006 - Spare Parts Management Training In Tata Motors. Chennai.
- ❖ 1994 - Spare Parts Management Training Jamshedpur.
- ❖ Excellent Knowledge of MS Office.

ACHIEVEMENTS

- Certification for Parts Manager
- Best Parts Manager Award 2016.
- Star Performance SPM Awarded by TML.
- Best SPM award trip to Malaysia
- ADP/Customer Pay Achievement.
- Retained All India No 1 Position in Parts for more than 15 Years in Tata Motors.
- Stock Turn Ratio as per MB Standards.
- Optimum X,Y & Z Category Stock
- Low Non Moving and Dead Stock
- Minimize VOR orders
- Improved Service Level.