**Big Donks Car Wreckers**

After many years of trustworthy adventuring, your beloved “Beast” has had a major engine failure due to the oil pump drive shaft snapping. The crankshaft is scored and ruined so you venture to your local four wheel drive wreckers to source some new parts. On arrival you hear quite an argument brewing between the owners of the business with one of them saying he wants out of the business unless he can get a holiday.........

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**Beast loved the High Country Beast’s Crank is stuffed**

**The Business**

Big Donks is a spare car parts local business owned by Bazza and Jonno. He hopes to become the largest specialist four wheel drive parts centre in Victoria with new, reconditioned and recycled parts.

Bazza is the Yard Manager and looks after all of the wrecks and parts.

Jonno is the Office Manager and manages the books and customer service.

They also employ two staff:

Fizza is a mechanic who dismantles wrecked four wheel drives and reconditions parts.

Irene works as a secretary in the office.

**The current system:**

When a “new” wrecked four wheel drive comes in, the tow truck dumps the car in a random spare space in the yard. Bazza assesses the car for what parts can be salvaged from the vehicle. Bazza usually just remembers the wreck and the parts in his head. Many parts are also transferrable between models and Bazza is an expert in knowing what parts will fit what makes and model.



**When it comes to car parts. Bazza is the man**

Image from: http://ckramer316.blogspot.com/2007\_07\_01\_archive.html

When a customer is after a part they ring up the wrecking yard and request a quote and may also request freight if they wish to have the part delivered.

Jonno yells out to Bazza, “Bazza have we got any diff houses for a 100 series cruiser?”

Bazza usually replies something like “I think I remember one down near the Redgum down the bottom yard but I will have to check. Tellem you’ll call back”.

Finding the part often takes Bazza some time. Customers are disappointed in having to always wait for a response and often have found the part elsewhere by the time Jonno returns the call.



**Jonno is frustrated at losing customers.**

Image from: http://philisriding.blogspot.com/

When Bazza eventually finds the part he writes on a post it note where the part is located in the yard, the condition it is in and a price for the part (a quote). He places this quote Jonno’s tray where it remains stored.

Jonno then contacts the customer with a quote and takes a deposit for the part by writing down the customer’s credit card details onto a purchase slip. This is stapled to the notepad slip and placed in Irene’s tray. The customer is given a receipt number for the deposit. Sometimes Jonno struggles to read Bazza’s price and misquotes the price of the part. If Jonno over quotes, the customer will go elsewhere, if he underquotes they lose money.

Irene, writes out an invoice in an invoice book, giving the job a job number.

Irene places the invoice in Jonnos tray, leaving a carbon copy in the invoice book.

She writes the job number on Bazza’s post it note and places the note into Fizza’s tray. Fizza picks up the items in the tray and sets about retrieving the parts from the vehicles. Unfortunately, Fizza often gets lost following Bazza’s description of where to find the wreck with the appropriate part and starts to pull apart the wrong car. When Fizza finally retrieves the part he sticks the post it note onto the part and leaves it in the shed for Jonno to find.



**Finding the right car can be difficult for poor Fizza!**

Image from: http://coolhqpix.blogspot.com/2009/02/breathtaking-aerial-photographs-by-alex.html

When Jonno sees a part in the shed he shuffles through his tray to find the appropriate invoice.

He then calls the customer to come and pick up their part or if requested posts the part. The customer pays the balance for the part and receives the invoice. The copy of the invoice is marked “paid” and stored in the filing cabinet.

Bazza would really like to go on a holiday but knows it will be difficult to find any parts without him around and business will suffer. He has asked you for suggestions on how to improve the dataflow in his business. He has heard of these things called computers that might help. In exchange for your help he will supply you with a fully reconditioned engine, a new front axle with coil springs, new tie rod ends for your steering and four new tyres.

One day in the future Bazza would also like to computerise the importing new car parts and reconditioning parts back to top condition but feels this would be far too overwhelming for his company at this time.