STANDARD OPERATING PROCEDURE

Auto Parts Ordering SOP

Document no.	SOP-AUT-006
Revision	1.0
Owner	Shop Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure the correct part is identified and ordered at an approved price, received and inspected before installation, and reconciled against invoices accurately.

2. Scope

Applies to ordering parts for customer repair orders from approved suppliers. Shop supply and consumable ordering is covered by a separate procedure.

Definitions

OEM part number	The original equipment manufacturer's part number used to identify the exact correct part for a vehicle.
Backorder	A part that is not currently in stock at the supplier and will ship at a later date.
Packing slip	The supplier's shipping document listing the parts included in a delivery, used to verify the order.

3. Responsibilities

Technician	Identifies the needed part with the correct OEM number and inspects it for fit before installation.
Parts Coordinator	Checks inventory, requests quotes, places orders, and receives shipments against the packing slip.
Service Advisor	Obtains customer approval for part cost and communicates any delay from a backorder.
Shop Manager	Approves supplier relationships and reconciles monthly invoices against received parts.

RACI matrix

Activity	Technician	Parts Coordinator	Service Advisor	Shop Manager
Identify the correct part and OEM number	R/A	C	I	I
Check inventory and request supplier quotes	I	R/A	I	I
Obtain customer approval for	-	C	R/A	I

Activity	Technician	Parts Coordinator	Service Advisor	Shop Manager
part cost				
Receive and inspect the shipment	C	R/A	-	I
Reconcile invoices with received parts	-	R	-	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Shop management system with repair order and VIN lookup
- Approved supplier list and pricing agreements
- Purchase order log
- Packing slips and invoices
- Warranty return forms

5. Procedure

Step	Task	Owner	Done
5.1	**Identify the needed part** Identify the required part and its OEM part number from the repair order, using the vehicle's VIN to confirm the exact application.	Technician	☐
5.2	**Check on-hand inventory** Check the shop management system for the part in current inventory before requesting a supplier quote.	Parts Coordinator	☐
5.3	**Verify part compatibility** Confirm the part number matches the vehicle's VIN and any relevant trim or option before ordering. **Checkpoint:** Part number is verified against the vehicle's VIN before an order is placed.	Parts Coordinator	☐
5.4	**Request quotes from approved suppliers** Request pricing and availability from the shop's approved suppliers, comparing cost and delivery time.	Parts Coordinator	☐
5.5	**Obtain customer approval for cost** Present the part cost to the customer as part of the repair estimate and get approval before placing the order. **Checkpoint:** No part is ordered above the shop's threshold without documented customer approval.	Service Advisor	☐
5.6	**Place the order** Place the order with the selected supplier, referencing the repair order number for tracking.	Parts Coordinator	☐
5.7	**Log the purchase order** Record the purchase order number, supplier, cost and expected delivery date in the purchase order log.	Parts Coordinator	☐
5.8	**Receive and verify the shipment** When the shipment arrives, check the contents against the packing slip and the original purchase order for quantity and part number.	Parts Coordinator	☐

Step	Task	Owner	Done
5.9	**Inspect the part before installation** Inspect the part for shipping damage and confirm it physically matches the vehicle before handing it to the technician for installation. **Checkpoint:** Part is inspected for damage and correct fit before installation begins.	Technician	☐
5.10	**Tag and store the part with the repair order** Label the part with the repair order number and store it in the designated area until the vehicle is ready for installation.	Parts Coordinator	☐
5.11	**Communicate a backorder delay** If a part is backordered, notify the service advisor immediately so they can update the customer on the revised timeline.	Parts Coordinator	☐
5.12	**Process a warranty or defective return** If a part is found defective or incorrect after receiving, complete the supplier's warranty return form and arrange for a replacement or credit.	Parts Coordinator	☐
5.13	**Reconcile invoices monthly** Match supplier invoices against received parts and purchase orders each month to catch pricing errors or missing credits.	Shop Manager	☐

6. Quality checks

- Every part order is verified against the vehicle's VIN before placement.
- No part above the shop's approval threshold is ordered without customer sign-off.
- Every received shipment is checked against its packing slip before storage.
- Monthly invoice reconciliation catches discrepancies within the same cycle.

7. Records

- Purchase order log
- Packing slips and supplier invoices
- Warranty return forms
- Customer cost approval on the repair order

8. KPIs

- Percentage of orders verified against VIN before placement
- Average time from order to receipt
- Number of warranty returns per month
- Invoice reconciliation discrepancy rate

9. Common mistakes

- Ordering a part from the described symptom without confirming the OEM number against the VIN.
- Skipping the packing slip check and storing parts without verifying the shipment.
- Not telling the service advisor about a backorder until the customer calls asking for an update.
- Letting invoices pile up instead of reconciling them against received parts each month.

10. Revision history

Revision	Date	Description	Reviewed by

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1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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