

Genuine Parts Company

Title: Real Time Parts Management (RPM) Program

Subtitle: New POS System for NAPA Stores

The Opportunity: NAPA Auto Parts stores use a legacy point of sale (POS) system. Genuine Parts Company (GPC) leadership decided to replace this legacy POS system with a new POS system utilizing modern technology. A program was started to build this software and deploy it to NAPA stores across North America (the U.S. and Canada). This program was called Real-time Parts Management (RPM) internally within GPC.

The Challenge:

- The RPM program was very large encompassing resources from NAPA stores, GPC leadership, GPC IT department, etc. In total, there were over 50 resources involved in this initiative.
- There were many sub-teams of developers working on various aspects of the solution with many overlapping target release dates, etc.
- Resources were being utilized both on-shore (at GPC's HQ in Atlanta) and off-shore (India based).
- GPC needed strong program management leadership for the testing aspect of this RPM project.

The Solution:

- Provide interim resources to supplement GPC's staff.
- Provide strong Program Management expertise and lead the quality assurance testing aspect of the RPC program.

The Results:

- Project has started and is still underway (as of September, 2017).
- BWC has provided Quality Assurance Program Management resources to the RPC.