Genuine Automotive Parts: Automotive Segment Financial Performance[34] (2007–2011)

	2011	2010	2009	2008	2007
Proportion of Total Company Sales	48.7%	50.0%	52.0%	48.3%	49.0%
Net Sales (thousands)	$6,061,424	$5,608,101	$5,225,389	$5,321,536	$5,311,873
Operating Profit (thousands)	$467,806	$421,109	$387,945	$385,356	$431,180
Assets (thousands)	$2,895,748	$2,854,461	$2,825,693	$2,799,901	$2,785,619

Questions

1. Evaluate the financial performance of the automotive segment of GPC from 2007 to 2011.
2. Apply the concepts from service-dominant logic to developing a new store concept for 2020. Be sure to consider the role of triple-loop learning.
3. How should e-tailing and m-tailing be part of the 2020 store of the future?