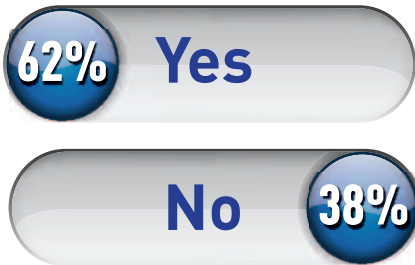
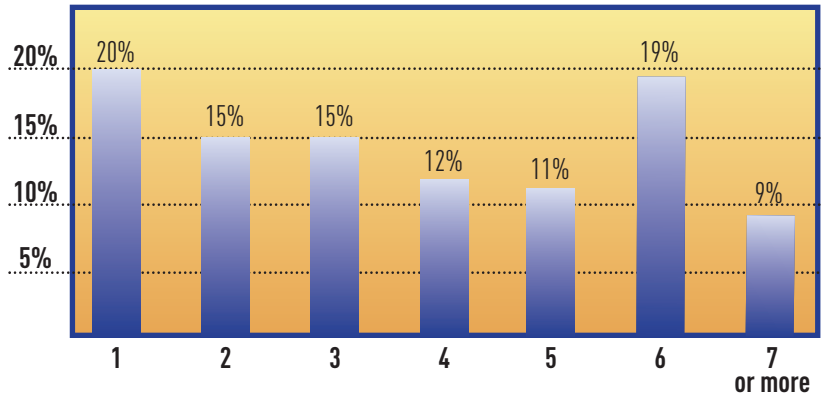


# Operations Profile

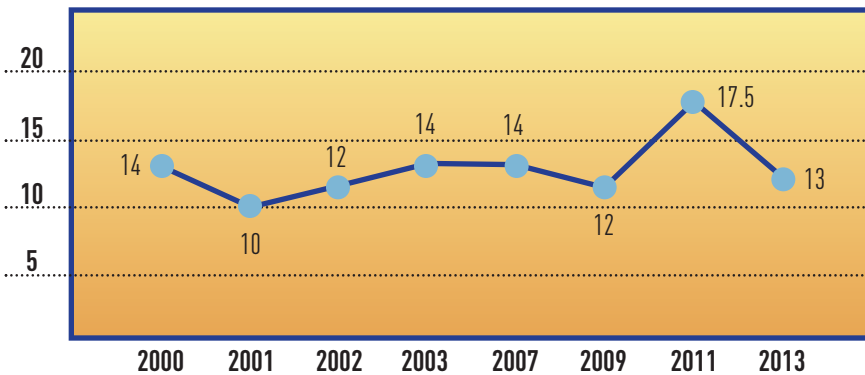
Are You On Any DRPs?



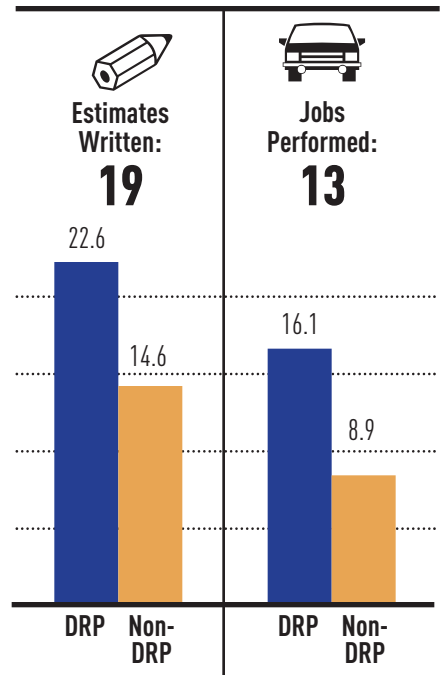
How Many DRPs Do You Have?



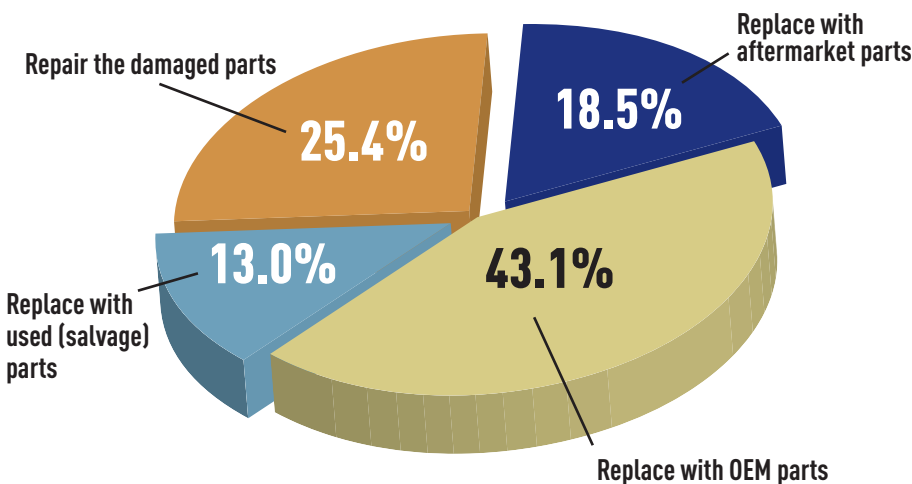
Average Number Of Jobs Performed Each Week: 13



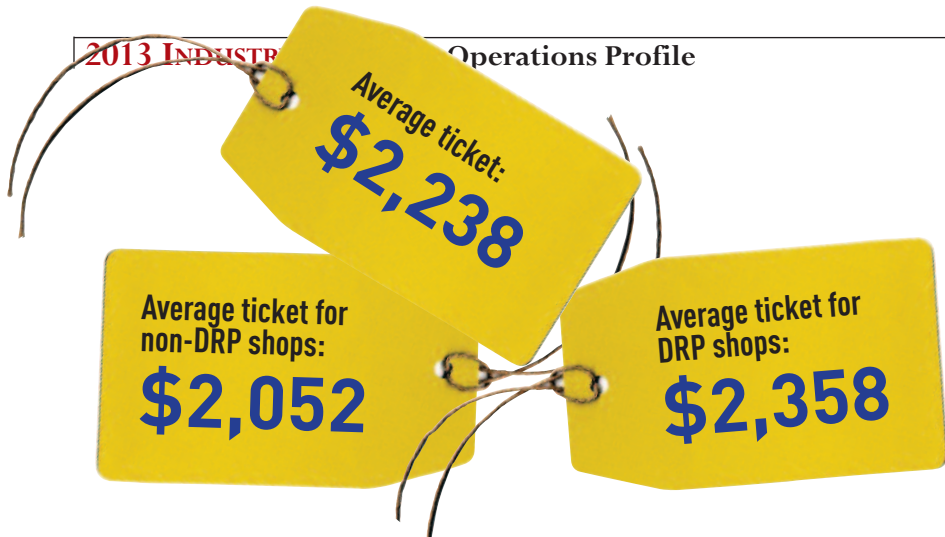
Average Number of Estimates Written and Jobs Performed Per Week



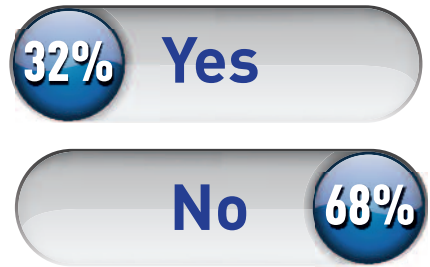
When Making Collision Repairs, What Percentage Of The Time Do You:



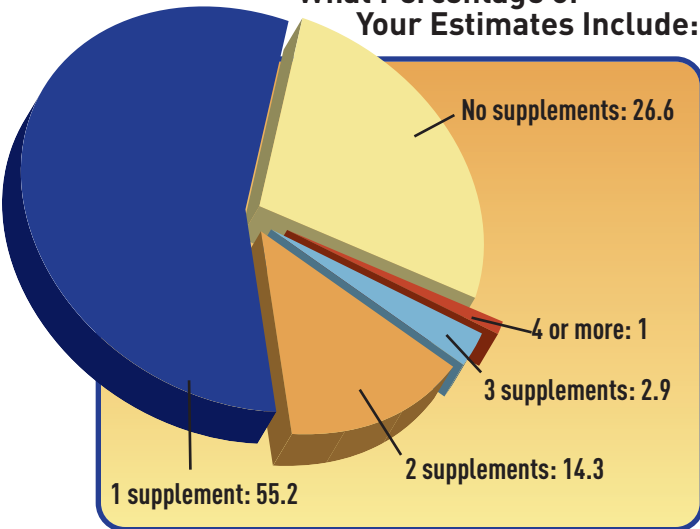
**62%**  
Percentage of Estimates  
Converted to Actual Jobs



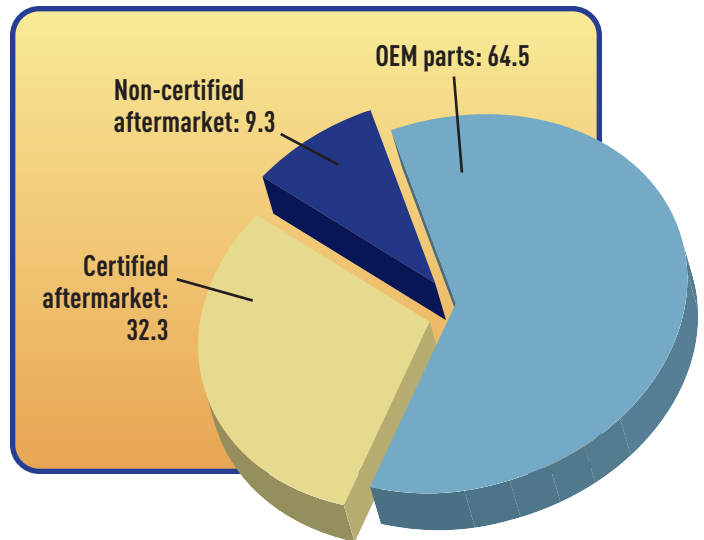
Have You Ever Offered To Save A Customer's Deductible?



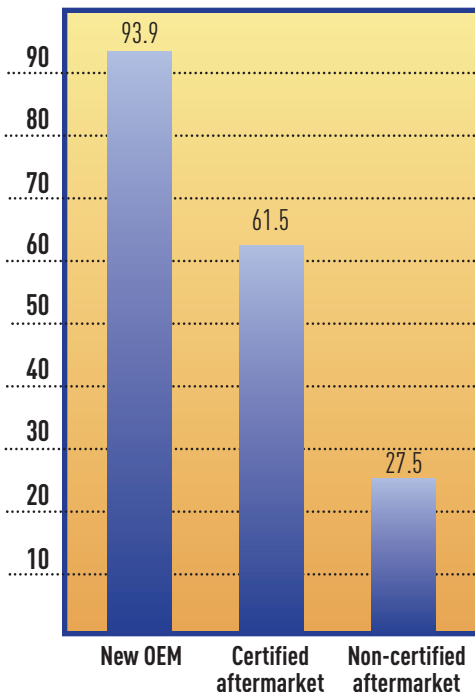
What Percentage of Your Estimates Include:



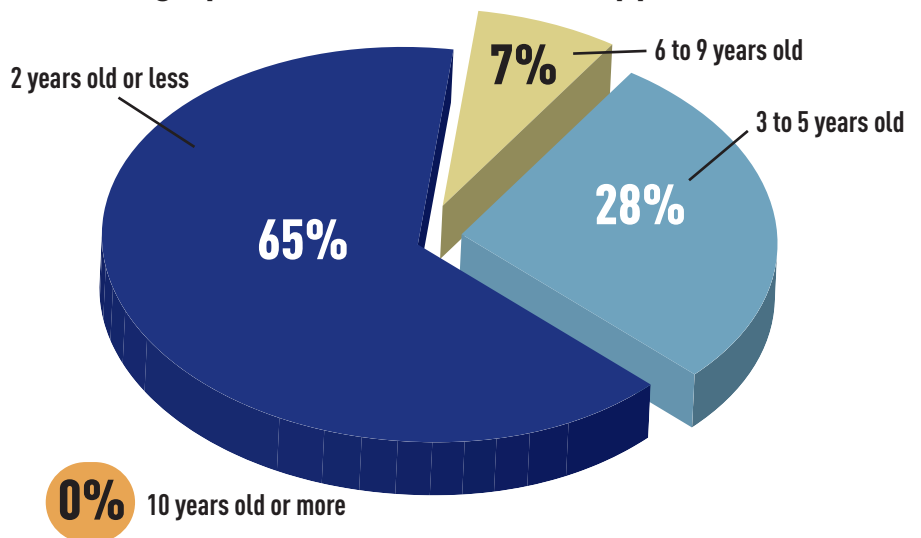
What Percentage Of Your Repair Orders Include:



Percentage Of Replacement Crash Parts That Provide An Acceptable Fit



Age Of Vehicles For Which A/M Crash Parts Are Being Specified For Insurance Appraisals?



### What Matters Most When Selecting A Parts Vendor?

(1=very important, 5=least important)

High quality	1.4
In-stock	1.4
Low price	2.3
Relationship with sales rep	2.6
Offer both recycled and A/M	3.9
Delivery time	1.6



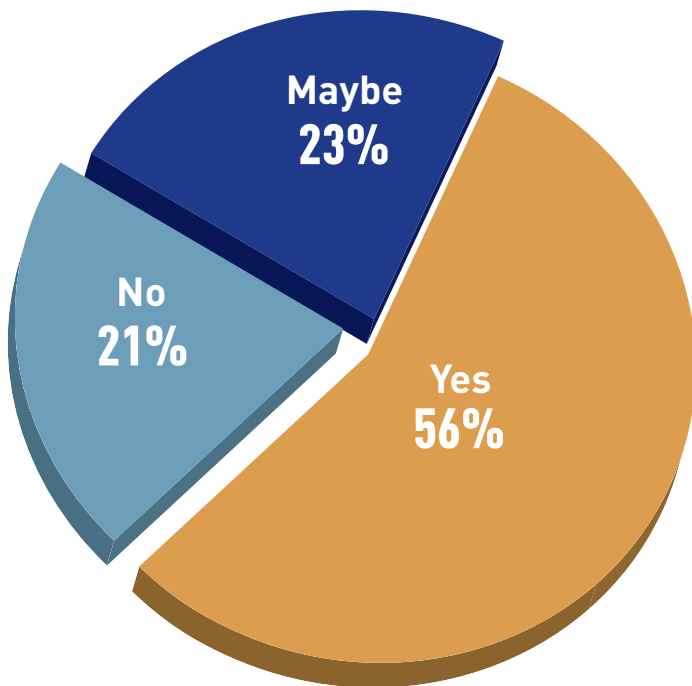
### What Is Your Average Cycle Time?

### Are You In Favor Of Insurer-Related Parts Procurement Programs?

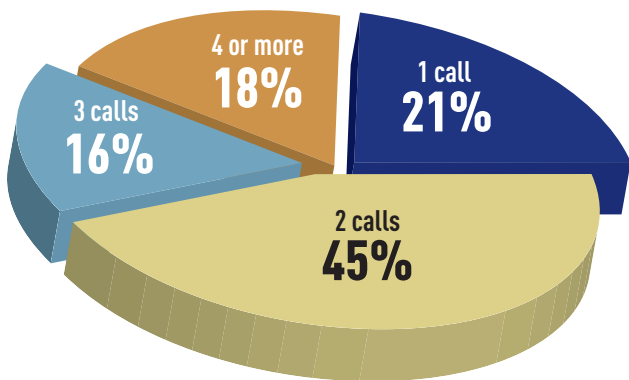
91%  
No

Yes 9%

### If Possible, Would You Use Fewer Parts Suppliers?



### On Average, How Many Calls Do You Make To Obtain The Parts You Need?



### Has An Insurer Ever Asked You To Use Recycled/Used Suspension Parts On A Repair?

