



Parts Committee Shop Survey

Presentation by the
Parts Committee / Gary Ledoux
January 2010 / Palm Springs



Purpose of the Survey:

- ◆ Determine what is “important” to a shop relative to their parts supplier
 - ◆ Help parts suppliers help shops make a quicker, more efficient repair
- ◆ Builds on the “expectations” survey conducted by Ken Weiss last year



First: Determine shop demographics

**Please tell us a little about your collision shop.
How many DRP associations do you have?**

None

1-3

4-6

7-10

More than 10



Is your shop a:
Single shop operation?
Multi-shop operation?

Do you consider yourself to be located in a:
Urban location?
Suburb location?
Rural location?



As a collision repair professional, what do you value most from a parts supplier? (Rate on a scale of 1-10)

- **Competency and helpfulness of parts person**
- **Ease and speed of order placement (via fax or phone)**
 - **Fair parts warranty**
 - **Speed of standard delivery**
 - **Order accuracy**
 - **Quality part (fit/function)**
- **Fair and expedient parts return policies**
- **Ease of resolution process on those parts that arrived damaged or damaged beyond that which was stated**
 - **Timely parts delivery**
 - **Good relationship with parts supplier**



As a collision repair professional, what do you value most from a parts supplier?

- **Order fill rate** (all requested parts shipped together in one order)
 - **Ability to fill special orders**
 - **Ability to make special / emergency deliveries**
 - **Large inventory**
 - **Parts prices**
 - **Proximity of parts supplier to the body shop**
- **Labor warranty reimbursement from the parts supplier in the event a part fails**
- **Parts delivered undamaged** (minimal damage for salvaged items)



As a collision repair professional, what do you value most from a parts supplier?

- **Ability to order parts electronically (Collision Link or Parts Bridge)**
 - **Availability of parts programs / promotions**
 - **Premium merchandise or trips awarded for purchase loyalty**
- **Ability for the parts supplier to individually tag parts with the shop's RO number or customer name**



Other short sections may include questions pertinent to:

OE sector

Aftermarket sector

Reman sector

Recycled sector



Thanks to the following for their contribution thus far:

Dan Morrissey

Mel Hunke

OE Collision Roundtable members

John Bosin

CSi Complete

**Results to be aired in
April in Atlanta!**