



Defining Industry KPI's

Presentation by the
Definitions Committee

04-23-2009



Committee Members

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Assigned Tasks



- Define Cycle Time
- Define Other Industry KPI's That Are Used to Measure Shop Performance
 - Performance Reviews
 - Financial Statements
 - 20 Groups

Conference Calls



- Committee Met Three Times on Cycle Time Definition
 - ◆ Conference Call With J.D Powers
 - ◆ Conference Call With CSI Complete

Cycle Time Definitions



- The Committee Identified the Need for Three Different Definitions for Cycle Time:
 - Repairer
 - Insurer
 - Consumer



Normalizing the Variables

- Drivable vs. Non-Drivable
- Performance Relative to Your Market
- “Keys to Keys” vs. Production Time
- Specialized or Luxury Vehicles
- Possible Subsets for Each of the Definitions

Repairer Cycle Time



- ◆ **Repairer Cycle Time: From the Time the Vehicle Arrives at the Repair Facility for Repair Until the Vehicle is Completed and Picked Up by the Consumer, (includes weekends). Commonly Referred to As, “Keys to Keys”.**

Insurer Cycle Time

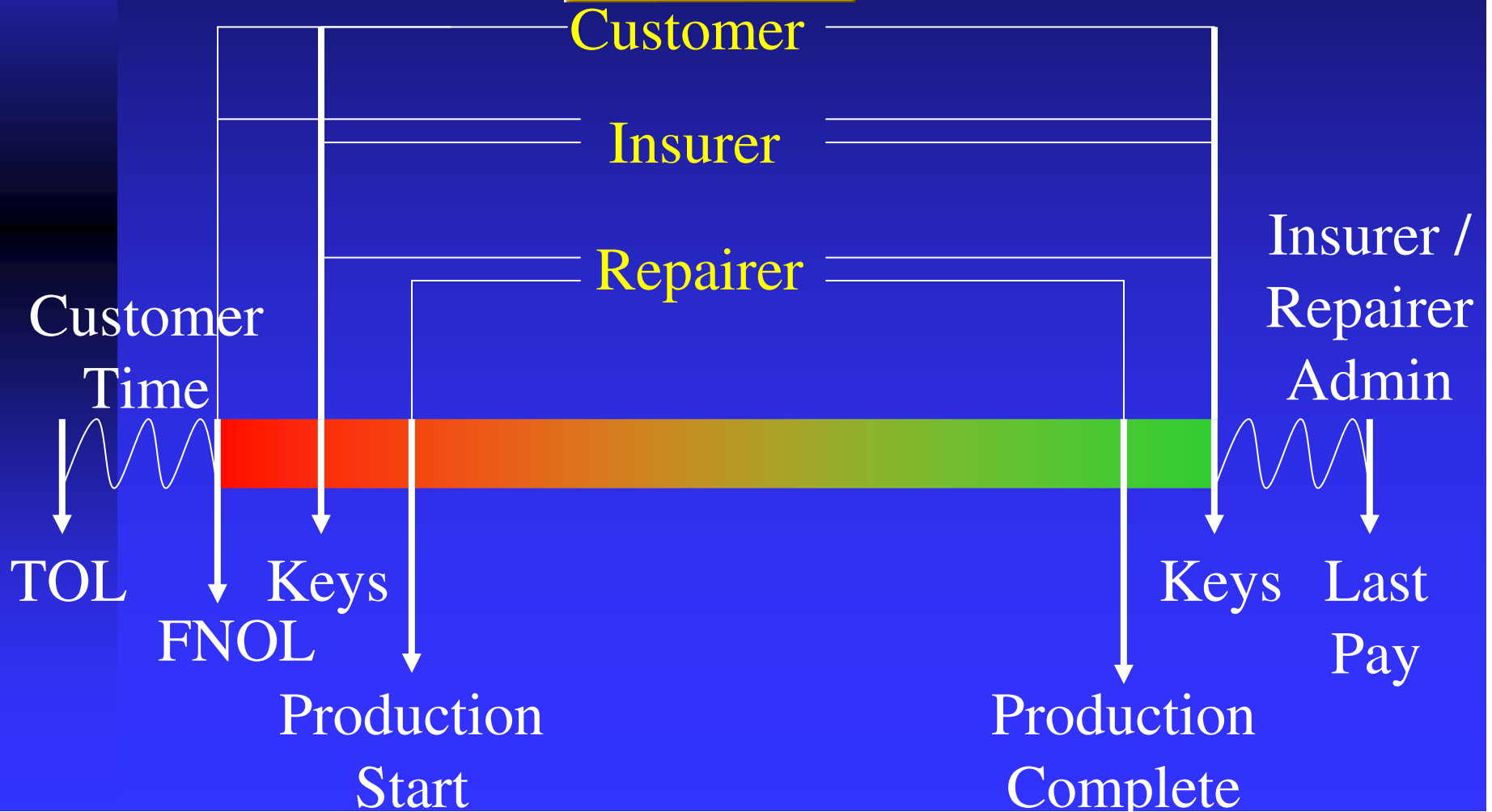


- ◆ **Insurer Cycle Time: “The Time From the First Notice of Loss to When the Claim is Paid”.**

Consumer Cycle Time



- ◆ **Consumer Cycle Time: “From the Time of the Accident to the Time the Vehicle is Repaired and Returned to the Consumer”.**



Cycle Time Presentation

J.D. Powers and Associates



- ◆ **The Committee Has Agreed to Accept J.D. Powers Offer to Make a Presentation of Their Research on Cycle Time at our Next Meeting.**



Other KPI's to be Defined

- ◆ **The Committee Is Identifying the 10 Most Commonly Used KPI's for Us to Define**



Thank You

- ◆ **To Contact Committee:**
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