



The Changing Dynamics of Shop Ownership

Presentation by the
Industry Discussions Committee
December, 2003



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- Tim Dawe, Dupont
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- Glenn Funk, Enterprise Logistics



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- Bob Smith, Storm Appraisal
- Chuck Sulkala, Acme Body&Paint
- Chad Sulkala, Acme Body&Paint



Industry Discussions Mission

To deliver a
thought provoking and topical
educational program.




2003 Industry Discussions Topics

- April: performance Testing of New Replacement Crash Parts
- Paintless Dent Repair



The Changing Dynamics of Shop Ownership

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Why does a consumer choose a particular shop?

Video clip #1

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What is the condition of the Industry?

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Today's Business Models

- Single shop
- Multiple shop
- Dealership shop
- Franchises
- Consolidator owned
- Insurer owned
- Networks


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The Changing Dynamics of Shop Ownership Panelists

- Lou DiLisio, Automotive Consulting
- Chris Mann, Bodyshop Magazine, UK
- Rick Miller, Carter & Carter
- Vince Romans, Romans Group
- Russell Thrall III, Auto Body Repair News

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Why does a consumer choose a particular shop?

Video clip #2

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The Changing Dynamics of Shop Ownership

Q & A

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Interviews with shop CSR's?

Video clip #3

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Summary



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Thank you!

Special Thanks to the panelists and
the subcommittee that worked on this
presentation.

We also want to express our
appreciation to CIC Chairman
Roger Wright

