Auto Physical Damage

Webcast: The Power of Performance Metrics

Event Details

Start: July 8, 2020 @ 5:00PM MST End: @ Location: Online Event

Key performance indicators, or KPIs, can help you measure the overall health of your business. They can also reveal potential barriers to achieving your strategic and operational goals. In this on-demand webinar, you'll learn the importance of KPIs in proper, safe vehicle repair and how you can leverage them to run your shop more efficiently.

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While not all repair facilities track KPIs according to a recent FenderBender survey, those that do find them invaluable. In fact, one respondent commented: "If you do not improve year over year, you are standing still or, worse, falling behind. Metrics are essential for gauging the health of your operation." That said, when it comes to creating KPIs for your business, what should you track? Average estimate amount? Capture rate? Customer satisfaction? Shop operators surveyed by FenderBender highlighted several essential KPIs including cycle and touch time, net promoter score and technician efficiency. Webinar presenters Nate Raskin, director of product management for Mitchell's analytics solutions, and Bryan Brooks, implementation specialist for Mitchell's OE Network Team, explain how KPIs and other performance metrics can be used to:

- Support Proper, Safe Vehicle Repairs
- Reduce Cycle Time
- Boost Customer Satisfaction

They also share their thoughts on:

- Five Key Metrics Designed to Better Position Your Shop to Consumers, Carriers and OEM Partners
- How to Access Repair Procedures and Other Workflow Milestones
- When to Record Scorecard Data and Where to Do It in Mitchell Software

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