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# 2013 FENDERBENDER PERFORMANCE SURVEY

TABLE 002  
AVERAGE CYCLE TIME

2. What is your average key-to-key cycle time?

TRACKS KPIs	TOTAL	ORGANIZATION				GEOGRAPHIC DISTRIBUTION				SIZE / SQUARE FOOTAGE				NUMBER OF EMPLOYEES				REVENUES				PERCENTAGE OF DRP's								
		Independent, single location	Multi-shop operation (MSO)	Dealer-owned shop	Franchise	Midwest	Northeast	South	West	Under 5,000	5,000 - 9,999	10,000 - 14,999	15,000 - 19,999	20,000 or larger	1 - 4	5 - 8	9 - 12	13 - 16	17 or more	Less than \$500,000	\$500,000 - \$999,999	\$1,000,000 - \$1,499,999	\$2,500,000 - \$2,499,999	\$4,000,000 - \$3,999,999	0%	1 - 29%	30 - 59%	60 - 89%	90% or more	
tabulated responses	89	57	14	12	6	33	24	12	20	6	18	33	16	16	6	20	23	17	23	6	15	15	21	12	20	10	21	28	29	0
Under 2 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2-4 days	22	13	1	6	2	8	6	3	5	2	6	8	3	3	4	4	6	3	5	3	4	4	4	3	4	3	9	5	5	0
	25%	23%	7%	50%	33%	24%	25%	25%	25%	33%	33%	24%	19%	19%	67%	20%	26%	18%	22%	50%	27%	27%	19%	25%	20%	30%	43%	18%	17%	0%
5-7 days	43	31	9	3	0	16	11	7	9	2	9	17	9	6	1	13	15	8	8	2	10	8	9	8	6	5	8	14	15	1
	48%	54%	64%	25%	0%	48%	46%	58%	45%	33%	50%	52%	56%	38%	17%	65%	65%	47%	35%	33%	67%	53%	43%	67%	30%	50%	38%	50%	52%	0%
8-10 days	21	11	4	2	4	7	6	2	6	2	2	7	4	6	0	3	1	5	9	0	1	3	7	1	9	1	4	8	8	0
	24%	19%	29%	17%	67%	21%	25%	17%	30%	33%	11%	21%	25%	38%	0%	15%	4%	29%	39%	0%	7%	20%	33%	8%	45%	10%	19%	29%	28%	0%
11 or more days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
I don't track cycle time	3	2	0	1	0	2	1	0	0	0	1	1	0	1	0	0	1	1	0	1	0	0	1	0	1	1	0	1	1	0
	3%	4%	0%	0%	0%	6%	4%	0%	0%	0%	6%	3%	0%	6%	0%	0%	4%	6%	0%	17%	0%	0%	5%	0%	5%	10%	0%	4%	3%	0%