

CZECH CAR REPAIR SHOPS FROM THE PERSPECTIVE OF THEIR OWN

2015

ANALYSIS

CONTENTS

INTRODUCTION04
STRUCTURE OF RESPONDENTS BY THE 06 STRUCTURE OF RESPONDENTS BY THE 07 STRUCTURE BY THE RESPONDENT'S AGE 07 STRUCTURE OF RESPONDENTS BY OWNERSHIP 08
REPAIR SHOP EQUIPMENTS 09 THE WORKSHOP SIZE 10 CLIENT'S OFFICE ON PREMISES 11 NUMBERS OF WORKSHOP BAY 11 WORKSHOP EQUIPMENTS 12
REPAIR SHOP OPERATIONS13REPAIR SHOP SERVICES OVERVIEW14REPAIR SHOP SPECIALIZATION15REPLACEMENT/RENTAL CAR15THE WAREHOUSE IS PART OF THE WORKSHOP16SERVICED CUSTOMERS /AVG. DAILY NUMBERS16AVERAGE HOURLY RATE17AVG. HOURLY RATE AND REPAIR SHOP SPECIALIZATION18USE OF COMPUTER19SPARE PARTS CATALOGUE20PARTICIPATION IN THE SERVICE CONCEPT20

CONTENTS

ADVANTAGE OF SERVICE CONCEPT PARTICIPATION 21
WORKING HOURS ON MONDAY-FRIDAY
WORKING HOURS ON SATURDAYS
SPARE PARTS SUPPLIERS24
SPARE PARTS SUPPLY SELECTIONS CRITERIA
SPARE PARTS / REASON FOR PURCHASE
SPARE PARTS / WHO IS THE SUPPLIER
SPARE PARTS / SPEED AND FREQUENCY OF SUPPLY 28
SPARE PARTS / AVERAGE MONTHLY TURNOVER 29
SPARE PARTS / METHODS OF PARTS ORDERING
REPAIR SHOP BY HUMAN ASPECTS
REPAIR SHOP BY HUMAN ASPECTS30WORK MOTIVATION31
WORK MOTIVATION
WORK MOTIVATION31NUMBER OF EMPLOYEES31NUMBER OF EMPLOYEES AND32NUMBER OF SERVED CUSTOMERS DAILY32
WORK MOTIVATION31NUMBER OF EMPLOYEES31NUMBER OF EMPLOYEES AND32NUMBER OF SERVED CUSTOMERS DAILY32THE KEY OF SUCCESS33
WORK MOTIVATION31NUMBER OF EMPLOYEES31NUMBER OF EMPLOYEES AND31NUMBER OF SERVED CUSTOMERS DAILY32THE KEY OF SUCCESS33OPERATING ACTIVITIES AND RELATED
WORK MOTIVATION31NUMBER OF EMPLOYEES31NUMBER OF EMPLOYEES AND32NUMBER OF SERVED CUSTOMERS DAILY32THE KEY OF SUCCESS33
WORK MOTIVATION31NUMBER OF EMPLOYEES31NUMBER OF EMPLOYEES AND31NUMBER OF SERVED CUSTOMERS DAILY32THE KEY OF SUCCESS33OPERATING ACTIVITIES AND RELATED
WORK MOTIVATION31NUMBER OF EMPLOYEES31NUMBER OF EMPLOYEES AND32NUMBER OF SERVED CUSTOMERS DAILY32THE KEY OF SUCCESS33OPERATING ACTIVITIES AND RELATED33PROBLEMS33

MOTOFOCUS

MotoFocus, an analytic company focused on aftermarket analysis. Ours specialization and data information allows you to use all these aftermarket analysis as well as participate in the collection of this data information supply by ours company.

- We will continue to expand actual offer by using new and innovative ways, focused on all our client requests
- For all the needs of our clients we approach personally with severity.
- We work in accordance with professional ethics and the highest standards of the research industry.
- We will convince you that working with us will be a pleasant experience for you.

OUR TEAM

We've a group of creative experts, full of enthusiasm and devoted of all analytics information with innovative approach of market research. Referring to our knowledge from the field of marketing and sociology, we can present even the most difficult tasks in an understandable way for all ours potential customers.

OUR PROJECT

This analysis is the author project of MotoFocus group. It is contains researches and analyses focused on individual product groups, independent repair shops and service concepts. These analyses, comparing to the ad hoc analyses, cover the entire Czech market, all the spectrum of information is much wider then all previous analysis.

ASSIGNED ANALYZES

MotoFocus will offer customised analysis, based on individual client's demand. We guarantee you, our cooperation in all stages of the research analysis. Our service does not end by delivering these, you can also expect proposal of external consultancy and finding all available solutions for your business issues.



ANALYSIS

OBJECTIVE OF THIS ANALYSIS

This analysis is already second in the ranking of Czech car repair shops analysis we're presented. The goal of this analysis is to map Czech repair shop and their work equipment. How they operate, who are their suppliers, how they buy spare parts. What services they offer to the customers and what they face in their usually everyday activities. This analysis contains unique comparisons with year 2010, when the identical analysis was made. The information that provided in this analysis can you help with planning of the sales strategies. This current analysis will be followed by next in order analysis, mapping repair shops activities and they development over the coming years.

PRIMARY TARGET OF THE ANALYSIS

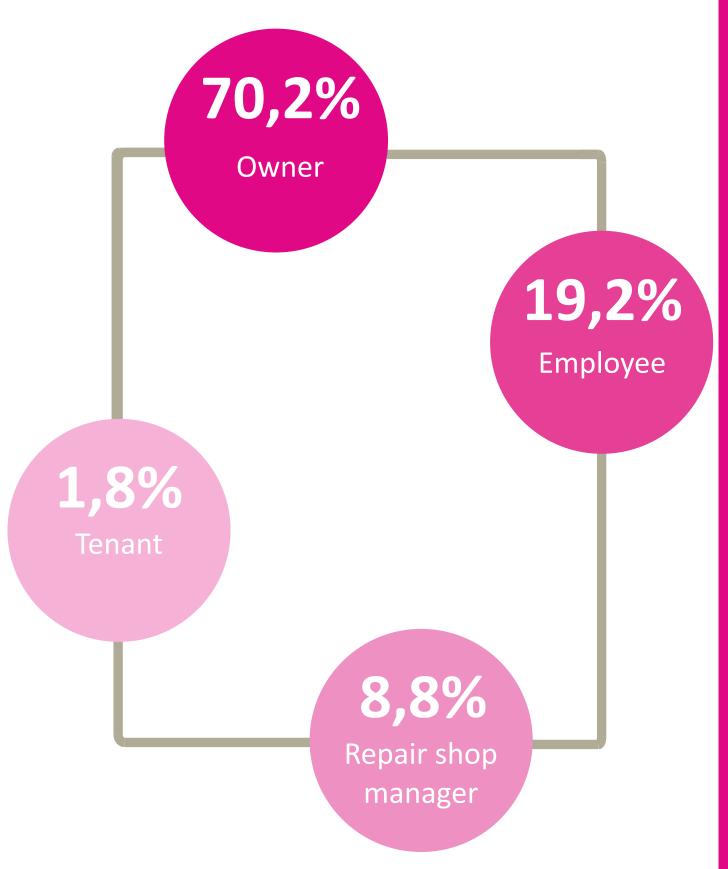
The current analysis is primarily intended for a wide range of customers, from management of distributing and manufacturing companies to the sales and marketing directors in all automotive industry.

SURVEY METHODOLOGY

This analysis is based on answers of 265 respondents, who own or run independent or authorized car repair centre in the Czech Republic. The data were obtained by CAWI - Computer Assisted Web Interviewing (method of data collection using the web form) and CATI - Computer Assisted Telephone Interviewing (method of data collection using telephone interviews). All cases of the biased responses were removed



STRUCTURE OF RESPONDENTS BY THE OWNERSHIP AND JOB POSITION





8



SUPPLEMENT

The purchaser of this analysis agrees not to resell or copy the analysis or its some parts. It is forbidden to publish analysis or its parts with the aim of financial profit without written permission of MotoFocus EU s.r.o.

CONTACT



René Szotek Company executive

+420 777 77 44 66



rene.szotek@motofocus.eu

Marta Patzelová Key Account Manager

+420 602 70 89 97

marta.patzelova@motofocus.eu



MotoFocus EU s.r.o. Mládežnická 584 735 31 Bohumín - Skřečoň SUPPLEMENT, CONTAC

35 REPAIR SHOPS FROM THE PERSPECTIVE OF THEIR OWN WOND MOTOFOCUS.CU