







CZECH CAR  
REPAIR SHOPS  
VIEWED FROM THE  
CUSTOMER'S  
PERSPECTIVE

2015

ANALYSIS

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## INTRODUCTION

### OBJECTIVE OF THE ANALYSIS

We present first analysis of repair shops in the Czech Republic based on the answers of their customers. The aim is to get a customer's view on the repair shop segment and everything associated with it. From the way of repairing vehicles, through legislation, to customer's feedback.

### PRIMARY TARGET OF THE ANALYSIS

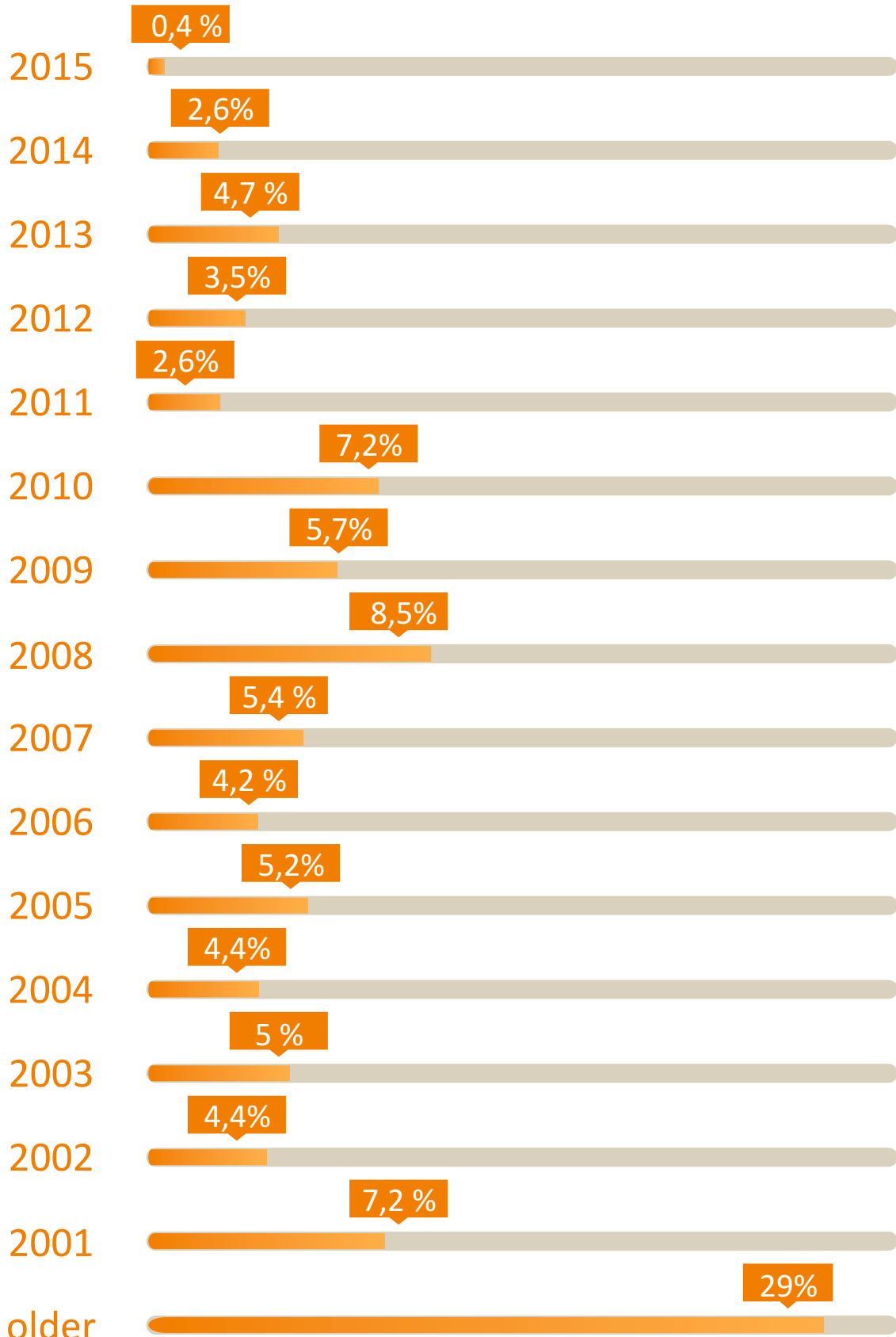
The current analysis is primarily intended for a wide range of customers, from management of distributing and manufacturing companies to the sales and marketing directors in all automotive industry.

### SURVEY METHODOLOGY

This analysis is based on responses of 542 respondents, who own a car or use company car. The data were obtained by CAWI - Computer Assisted Web Interviewing (method of data collection using the web form). Biased responses were removed.

# PRODUCTION YEAR OF THE VEHICLE

RESPONDENTS AND THEIR CAR FLEET



# SUPPLEMENT

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