



[Auto Physical Damage](#)

KPI Spotlight: Percentage of Repair for Individual Part Types

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2 MIN READ

In our recent article, [“Mitchell Collision Repair Industry Data: Q2 2018”](#), we discussed the importance of monitoring the overall percentage of parts repaired. While this is an important step to help ensure the correct decision-making behaviors are being put into practice by appraisers in the field, it is the first of many. The next step to improving performance in regards to overall percentage of parts repaired is to look at repair percentages for individual major component parts. There should be different levels of repair rates depending on the part types. For instance, grilles and headlamps will likely have a drastically lower rate of repair than doors will have because of the nature of the parts. By focusing on specific part types, we may be able to identify specific opportunities for increasing repair percentages. Bumper covers, for example, are increasingly challenging to repair due to embedded technologies mounted behind the bumper cover that may prohibit the possibility of repair. By examining rates of repair for bumper covers only, we can infer what impact newer vehicles are likely having on the overall rate of repair. Furthermore, by investigating rates of bumper repair by vehicle age, it is possible to determine if behaviors associated with newer vehicles are likely being transferred to older ones, where repairs are still very much a viable option. This kind of analysis makes it possible to help create a focused coaching plan targeting a specific set of desired results that are much more accessible for everyday users. Mitchell currently offers access to this data for bumper covers in the miScore product. To gain insights into parts specific performance for other major component parts, contact a Mitchell Client Service Manager for a customized analysis.



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