



PART DELIVERY TIMES AT INDEPENDENT AUTO REPAIR SHOPS

When an independent auto repair shop orders parts, delivery time can vary widely depending not only on the type of part but also on the size of the shop.

► Measuring Delivery Time

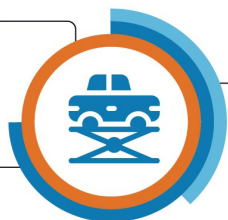


1.8 hours

Average parts delivery time

2.5 hours
Shops with 8+ bays

1.9 hours
Shops with 4-7 bays



1.0 hour
Shops with 1-3 bays

► Where shop's 1st-call supplier is a:



Retailer:
1.8 hours
average wait time



WD:
1.9 hours
average wait time



Willingness to Wait Longer

A repair shop's willingness to wait longer for a part varies widely depending on what type of part it is.



% of repair shops willing to wait longer for part delivery beyond average delivery time

Average number of days willing to wait

