

Perfect Car Panelbeaters:

Report Produced: 27/12/2023

**Current months scores may change until the official close off for the month

	Perfect Car Panelbeaters		Lightstone Consumer Group			Lightstone Consumer Group		
	202312_03	202312_12	202312_12	202312	202312_03	202312_12	202312	202312_03
Key Attributes Index	93.2	89.2	93.1	92.7	93.5	93.1	92.7	93.5
Would you recommend ...	90.0	85.2	86.7	86.5	87.2	86.7	86.5	87.2
Fixed Right First Time ...	80.0	78.3	92.3	89.8	92.9	92.3	89.8	92.9
Opportunity to inspect...	100.0	100.0	98.6	98.5	98.8	98.6	98.5	98.8
Kept informed of the progress...	100.0	87.0	94.9	94.9	95.4	94.9	94.9	95.4
Staff Friendliness ...	96.0	95.7	93.2	93.7	93.4	93.2	93.7	93.4
Vehicle repair quality...	90.0	91.7	92.2	91.2	92.1	92.2	91.2	92.1
NO dirt marks on vehicle...	100.0	100.0	97.6	98.0	98.3	97.6	98.0	98.3
Ready on Time...	100.0	95.7	98.9	99.2	99.2	98.9	99.2	99.2
Recovery Score	0.0%	100.0%	97.0%	97.8%	97.8%	97.0%	97.8%	97.8%
Contacted...		66.7	67.9	78.9	75.2	67.9	78.9	75.2
Dissatisfied Customers	0	0	280	4	43	280	4	43
Now Completely Satisfied	0	2	7937	162	1685	7937	162	1685
Resolution in Progress	0	0	1032	14	205	1032	14	205
Motor Body Repairer NPS	60.0	52.2	57.5	57.0	59.4	57.5	57.0	59.4
Promoters	3	14	77720	1517	13665	77720	1517	13665
Detractors	0	2	12750	256	2051	12750	256	2051
Insurance Company NPS	40.0	63.6	52.0	50.9	54.4	52.0	50.9	54.4
Promoters	3	17	36842	719	6220	36842	719	6220
Detractors	1	3	8541	183	1332	8541	183	1332
Would you recommend ...	74.0	85.5	84.8	84.5	85.5	84.8	84.5	85.5
Satisfaction with car hire ...		80.0	84.4	85.0	85.2	84.4	85.0	85.2
Insurer claims handling...	82.0	91.8	86.3	86.8	87.0	86.3	86.8	87.0
Interviews Completed	5	23	113635	2218	19738	113635	2218	19738
Interviews unsuccessful	2	15	97467	1247	14996	97467	1247	14996
MBR Throughput	66	136	473405	14570	91512	473405	14570	91512
MBR Valid Vin	31.8%	52.2%	88.4%	88.1%	88.6%	88.4%	88.1%	88.6%
MBR Valid Contact	18.2%	37.5%	73.1%	68.5%	68.9%	73.1%	68.5%	68.9%
MBR Files Received	13	35	6012	946	3936	6012	946	3936

MBR Start Date: 20201001