TEMPLATE

The Collision Center KPI Scorecard

The seven numbers to track every week — what they mean, how to read them, and a template to fill in.

Most shops read their numbers once a month, after the month is closed. By then the cycle time you lost is gone, the supplement you missed is written off, and the tech who fell behind has stayed behind for four weeks. A weekly scorecard catches the same problems while you can still fix them.

Here are the seven numbers to pull every week, why each one matters, and how to read it. At the end is a blank template you can print and fill in every Monday. **Set your own targets off your own capacity and history — don't chase a number somebody else published.**

1. Cycle Time (Keys-to-Keys) & Touch Time

Cycle time is the calendar days from when you take the keys to when the customer picks the car up. Touch time is the hours a car is actually being worked on inside that window. The gap between the two is where cars sit waiting.

Read these together. A long cycle time with low touch time means cars are stalled — waiting on parts, waiting on approval, waiting on a stall. That's a scheduling and parts problem, not a labor problem. Weekly is the right cadence because a car that stalls on Tuesday is recoverable Wednesday; a month-end report just tells you it already sat. **Production Boards** flag the stalled and at-risk ROs live so you're moving them the day they stall, not finding out later.

2. Work-in-Process (WIP) & On-Hand Days

WIP is everything open in the shop right now — cars in and dollars of work committed. On-hand days is how many days of production that represents against what you can actually turn out.

- Too much WIP and cars sit, cycle time climbs, and the lot fills with half-torn-down vehicles. Too little and your techs run out of work and hours go idle.
- Watch the trend week over week, not just the number. A WIP that's climbing every Monday means you're taking in faster than you're pushing out — you'll feel it in cycle time in about two weeks unless you adjust intake now.

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- Set your on-hand target off your own throughput, not a benchmark. What one shop can carry another can't.

3. Sales / RO Count vs. Capacity

This is the work you closed this week — RO count and dollars — measured against what your shop can produce. Sales on their own tell you volume. Sales against capacity tell you whether you're full, starving, or overbooked.

Read it as a ratio to your real capacity. A big sales week that blows past what you can produce isn't a win — it's next month's cycle-time problem loading up. A light week is your signal to lean on the front end before the hole shows up in production three weeks out. Weekly tracking gives you time to open the throttle or tap the brakes; a monthly number just confirms the quarter after it's set. The **Reporting Suite** breaks this down by store and by role so a GM sees the whole shop and a manager sees their piece.

4. Gross Profit % & Gross per RO

Gross profit percent is what's left after the direct cost of the repair — parts, materials, sublet, direct labor. Gross per RO is the same idea in dollars, averaged across every car you closed.

Percent tells you if your pricing and cost control are holding. Gross per RO tells you if the mix of work is worth running. You can hit a good percent on cheap ROs and still not cover your fixed costs, so read both. Weekly matters here because margin erodes quietly — a few underwritten estimates, a sublet that ran over, a parts markup that slipped — and by month-end it's baked into a number you can't unwind. **ProfitARC** shows live RO gross profit as the car moves and paces you against your monthly target, so you see a soft week early instead of at the close.

5. Supplement & Leakage Recovery

Supplements are the additional damage and operations you find after the initial estimate and get approved. Leakage is everything you did but didn't get paid for — missed operations, forgotten materials, undercharged labor, feather-and-fill you never wrote.

Track how much supplement you're capturing and how fast it's getting approved. Slow approvals stall cars; missed supplements are money you already spent labor on. Leakage is the quieter killer — it never shows up as a line you can see, only as a gross number that's lower than the work you know you did. Reviewing this weekly, RO by RO, is the only way to catch it while the car's still in the building and the memory's fresh. Once the RO closes and the month ends, that money's gone.

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6. Technician Productivity (Billed vs. Clock Hours)

This is billed flag hours against the hours a tech was on the clock. It tells you how much sellable work each tech is turning out for the time they're paid to be there.

Read it per tech and for the shop. A tech whose billed hours drop off doesn't usually have a skill problem — they have a supply problem: they're waiting on parts, waiting on a decision, or working a car that stalled. Weekly numbers let you find out which, this week, and fix the flow feeding that tech. A month-end average hides the bad weeks inside the good ones and tells you nothing you can act on. Set each tech's target off their role and history, not a blanket figure. The **Reporting Suite** gives you this by tech in real time.

7. CSI & Google Reviews

Your CSI score is the customer's verdict on the whole experience, and your public reviews are the version of the same thing that the next customer reads before they choose you.

Read the score, but read the comments harder. A dip in CSI almost always traces back to something operational you can see in the other six numbers — a blown promise date, a car that came back, a supplement that dragged pickup out a week. Weekly review means you catch a bad experience while you can still call that customer back, not after they've already posted. **Post-Repair Surveys** collect the CSI feedback automatically so the score and the comments land in front of you every week instead of getting chased down after the fact.

The Scorecard

Print or copy this and fill it in every week. Leave targets you haven't set yet blank until you've built them off your own history. Assign every row an owner — the person who can actually move that number.

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KPI	THIS WEEK	LAST WEEK	TARGET	OWNER
Cycle Time (Keys-to-Keys) & Touch Time				
Work-in-Process (WIP) & On-Hand Days				
Sales / RO Count vs. Capacity				
Gross Profit % & Gross per RO				
Supplement & Leakage Recovery				
Technician Productivity (Billed vs. Clock)				
CSI & Google Reviews				

Everyone sees the same number

A weekly review only works if everyone's reading the same number from the same place. When the estimator has one cycle-time figure, the production manager has another, and the owner's working off a spreadsheet from last Thursday, the meeting turns into an argument about whose number is right instead of what to do about it.

One live source of truth ends that. Each KPI on this scorecard has an owner — the person who can actually move it — and that owner and the GM are looking at the exact same figure, updated as the shop runs. OPVantis runs alongside CCC ONE and your DMS to keep that one number in front of everyone, so the weekly review is fifteen minutes of decisions instead of an hour of reconciling.

> **THE HABIT**
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> Pull these seven numbers every Monday, put a name on each one, and fix what's moving the wrong way while there's still a week left to fix it.

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