

# Circle of Dependability

*Our network. Your decision.*



## 2014 Wisconsin Shop of the Year Marshall Auto Body

Consultant: Lee A. Prielipp, Farmers Insurance

Service Results		Service Results	
<b>Quality:</b>	<b>96.22%</b>	<b>Labor Hrs per Day:</b>	<b>3.89</b>
<b>Shop service:</b>	<b>96.22%</b>	<b>Cycle Time:</b>	<b>6.60 Days</b>
<b>Refer shop:</b>	<b>95.41%</b>	<b>Rental:</b>	<b>7.21 Days</b>
		<b>Total IAD:</b>	<b>\$2.02</b>

Marshall Auto Body has demonstrated that it is aligned to the “Customer First” philosophy of the Farmers COD program as illustrated by the service results posted for calendar year 2014. It seems that Aaron and his staff truly care about the people that they serve and tend to go above and beyond for our mutual customers.

Aaron and staff have distinguished themselves and bolstered our COD relationship through attention to detail in all facets of the customer’s experience as well as the repair of the vehicle. Always willing to accept and lean into change, this partner has exemplified the Farmers core competency of curiosity by many times being the first to respond to my messages. They strive to clarify understanding of updated procedures and policies as well as taking care in ensuring that they are processing the claims in the correct manner to maintain efficiency in the process. In working with Aaron, I have come to realize that he strives to be an industry leader in many areas. He is a willing spokesman and has reached out to other business owners in order to share his knowledge in the areas of efficiency and modernization of work flow. In addition, he has embraced solar power production and has lowered his facilities’ carbon foot print by tracking energy usage and implementing processes to lower peak demand. Aaron’s passion for his business has transferred to his staff and has resulted in an atmosphere of true passion for excellence.

Through the actions of its staff and ownership, Marshall Body Shop has proven itself to be a service-centric organization as well as great business partner. Congratulations on this honor, it is well earned!