

# The "Air Bag"

## KEENAN AUTO BODY



making excellence happen...

## And the Winner is...

Alison LeVasseur 2011

Our one and only Mike LeVasseur, Executive Vice President and Chief Operating Officer of Keenan Auto Body Inc. was recently presented with the 2011 Collision Repair Shop Executive of the Year Award at the annual International Auto Body Congress and Exposition

(NACE) in Orlando, October 6th.

Presented by *BodyShop Business* since 1984, this award is in recognition of those who are true collision repair visionaries and experience great success by being forward-thinkers, overcoming challenges and persevering.

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Bonnie & Clyde's  
Corner Announcements

**Important  
Meeting Dates**

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2011 Plane Pull Pic's  
PRMDH

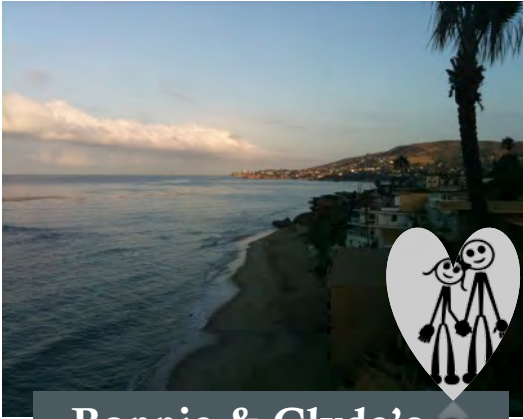
**Quotable Quotes...**

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Shop Performance  
**KEENAN AUTO BODY**  
Holiday Schedule

**Figure It Out...**

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## Bonnie & Clyde's Corner

- **The Blue Printing Vision Meeting 20 Group** will be held **Thursday, NOVEMBER 10TH @ SOUTH 3:00 to 5:30pm.** Questions? Contact: [domd@KeenanAutoBody.com](mailto:domd@KeenanAutoBody.com)
- **The Manager's Meeting** will be held **TUESDAY, NOVEMBER 15TH @ SOUTH 12:00 noon.** The agenda includes: DRP updates, P&L's from OCTOBER, and forecast for NOVEMBER.

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*“And The Winner Is...”* continued...

At the opening ceremony for NACE, BSB Publisher, Scott Shriber said, “Through his growing Keenan Auto Body into a powerhouse in the collision repair industry, Mike’s involvement in the community and industry, and his care for the environment, he has proved himself to be a very deserving winner of this year’s award. *BodyShop Business* enjoys providing recognition for those collision industry leaders who go above and beyond the call of duty when it comes to advancing our

industry.”

A special thanks to Craig Camacho for his “double secret” nomination on behalf of Mike. And to my husband, you inspire me everyday...but you still have to take out the trash on Wednesday evenings!



**2011 Keenan Auto Body ~  
Team W.I.T “Whatever It Takes”  
Plane Pull Winners!**

**Benefiting The  
Philadelphia Ronald McDonald House**



**Thanksgiving, after all,  
is a word of action.  
~W.J. Cameron**

## SHOP PERFORMANCE CSI – 9/1/11 TO 10/15/11

Location	Cycle Time	Surveys	Returns	CSI
SOUTH	9.0	84	4.8%	96.8%
EAST	11.3	66	3.1%	96.6%
NORTH	7.0	56	10.7%	96.4%
MIDDLETOWN	12.2	56	5.4%	96.4%
WRECK	9.0	42	4.8%	96.0%
LUMPKIN	13.0	67	4.5%	95.7%
WEST	8.6	79	5.1%	95.6%
NORTHEAST	7.3	51	8.2%	94.7%
CORPORATE	8.9	501	5.7%	96.1%

## KEENAN Holiday Schedule!



### Thanksgiving Holiday Hours:

- **November 19<sup>th</sup> ~ Full Production Day**
- **November 24<sup>th</sup> & 25<sup>th</sup> ~ Closed**
- **November 26<sup>th</sup> ~ Regular Saturday Hours**



*Which of these six famous men is the odd one out?*

- **George Washington**
- **Sherlock Holmes**
- **Shakespeare**
- **Ludwig van Beethoven**
- **Napoleon**
- **Nero**

**FIGURE IT OUT!**