

TABLE OF CONTENTS

| | |
|--|----------|
| INTRODUCTION | 2 |
| RESPONDENTS | 3 |
| OVERALL RESULTS | 4 |
| TYPE OF AUTOMOTIVE AFTERMARKET COMPANY | 5 |
| GOVERNANCE AND DECISION-MAKING AUTHORITY FOR OUTSOURCING | 6 |
| OUTSOURCING AS AN ENABLER FOR GROWTH AND PROFITABILITY STRATEGIES..... | 7 |
| STRATEGIC AND BUSINESS CASE GOALS..... | 8 |
| STRATEGIC AND BUSINESS CASE GOALS BY FUNCTION | 10 |
| PERCEIVED RISKS WHEN ELECTING TO OUTSOURCE | 11 |
| ACTUAL RISKS WHEN ELECTING TO OUTSOURCE..... | 12 |
| COMPARISON OF PERCEIVED AND ACTUAL RISKS | 13 |
| FACTORS IMPACTING OUTSOURCING AGREEMENTS | 14 |