



# Best Practices Task Force, DRP

Chair: Stacy Bartnik  
CARSTAR, Inc.



San Jose, CA  
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# Task Force Members

- |                     |                          |
|---------------------|--------------------------|
| ■ George Avery      | State Farm               |
| ■ Stacy Bartnik     | CARSTAR                  |
| ■ Craig Griffin     | Laney's Collision Centre |
| ■ Gene Hamilton     | Sports and Imports       |
| ■ Aaron Schulenburg | Bill Denny's CARSTAR     |
| ■ Chuck Sulkala     | Acme Body and Paint      |
| ■ Roger Wright      | AIG                      |



# Issue: Lack of Standard DRP Practices

- Standardize proper repair procedures and direct repair program processes
- Get the insurance companies and the collision repairers on the same page by defining that page with consideration and understanding of both industries



# Benefits

Having even a few standardize administrative tasks will benefit everyone:

- ◆ Repairer
- ◆ Insurer
- ◆ Customer



# Moving Forward

- Starting point
  - ◆ 3-8 Administrative Tasks
  - ◆ What would the repairers recommend
  - ◆ What would the insurers recommend that can be consistent within different programs



# We Need Your Help

- Please provide your input when asked
  - ◆ Reply to the e-mail/letter you will receive

Or

- Send an E-mail to [sbartnik@carstar.com](mailto:sbartnik@carstar.com)
  - ◆ 3-8 basic administrative task that could be standardized
  - ◆ Subject line: Best Practices Task Force
  - ◆ Due no later the September 15, 2006



# Next Steps

- Once we receive input we will review to determine common tasks
- Look for consensus from insurers
- Agree upon the standard





# Best Practices Task Force

Q & A