



# Estimating Procedures Committee

Chair: Chad Sulkala  
Acme Body and Paint

Vice Chair: George Avery  
State Farm Insurance



# Supplement Reduction

Presentation by the  
Estimating Committee

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August 2006

# ***Committee Members***



**Chad Sulkala** - Acme Body and Paint

George Avery - State Farm Insurance

Gene Hamilton - Sports & Imports Collision

Toby Chess - I-CAR / Kent

March Taylor - Auto Body Hawaii

David McCreight - Collision Resources, INC.

Joe Skurka - BASF

# *Committee Members*



Herb Lieberman - LKQ Corporation

Aaron Schulenburg - Bill Denny's - CARSTAR

John Junk - SCA Appraisal

Tim Waldren - Paramount Auto Body

Dave March - Fountain Valley Body Works

Maksim Ovsyannikov - Audatex

Nick Kostskis - Angelo's Auto Body

# *Committee Members*



Bob Smith - Storm Appraisal

Robert Toles - Motor Information Systems

Mark Woirol - TECH-COR

Mike Anderson - Wagonwork Collision Center

Carl Samuels - Manheim

Scott Jenkins - Audatex

Richard Munding - Hanover Insurance Group

# *Committee Members*



Stacy Bartnik - CARSTAR

Bruce Yungkans - CCC Information Services INC.

Gary Wano - GW & Son Auto Body

David Knapp - Akzo-Nobel Coatings

Barry Dorn - Dorn's Body & Paint

Tom Moreland - Akzo-Nobel Coatings

Gene Scambry - CoPart

# *Topics for 2006*



***August***  
Supplement Reduction

***November***  
Refinish of Repaired Panels



# *Supplement Reduction*

Consumer



Insurance  
Providers



Repair  
Facility







# *Agenda*

- Customer Expectations
- Insurance Issues
- Repair Facility Issues
- Panel Discussion



# *Customer*

- Expectations
  - ◆ When will it be done
  - ◆ Repair Correctly
  - ◆ Cost of Repairs
  - ◆ No Additional costs
  - ◆ No Excuses

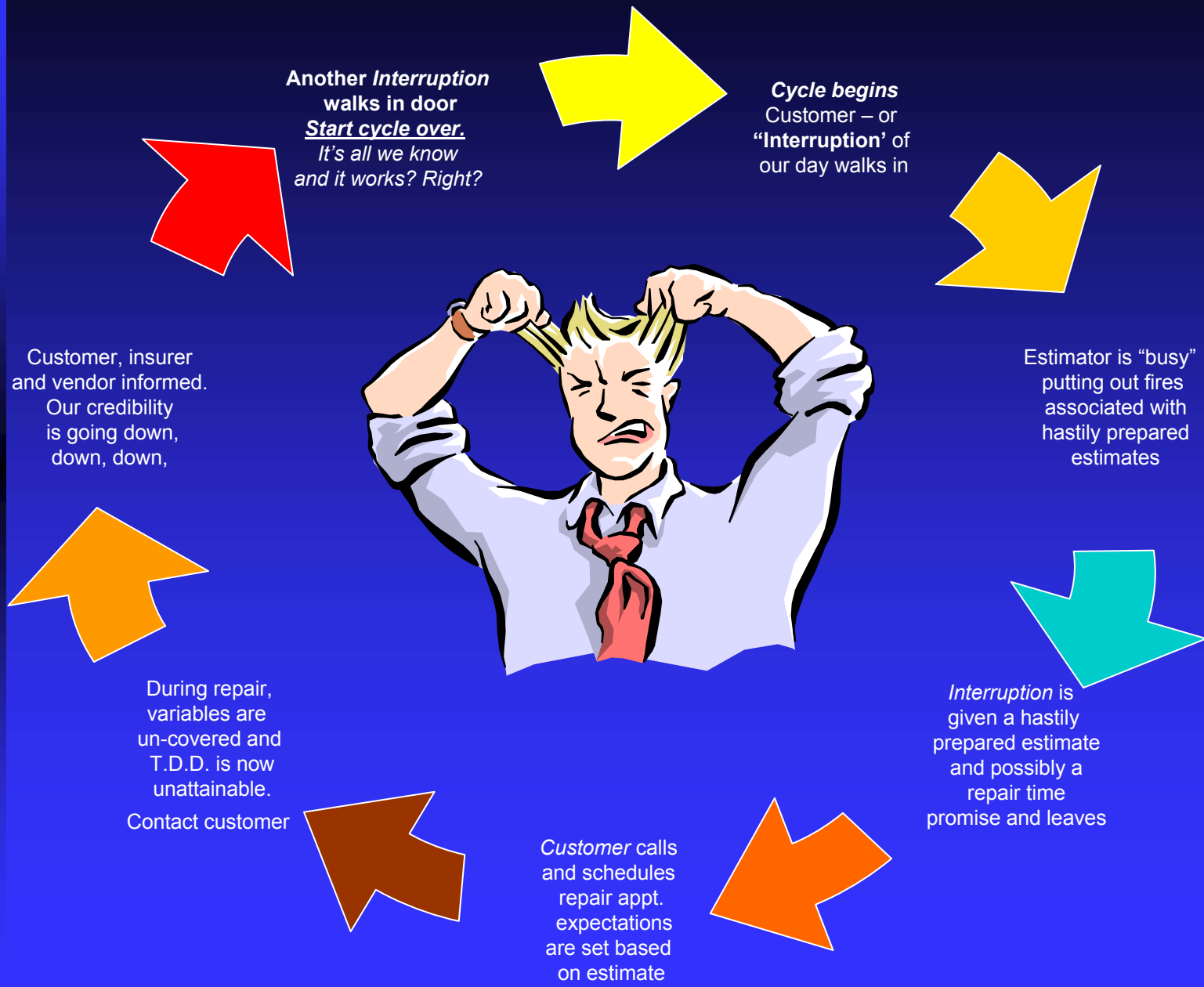
# *Insurance*

- Find the damage
- Proper & consistent sequence
- Repair vs. Replace
  - Estimated repair time
  - Recycled / Aftermarket / New OEM
- Consensus Building





# Supplement Reduction



***If there were no  
supplements to process...***



**Supplement Reduction**

**Cycle Time**

**Production Efficiency**

**Parts Efficiency/Accuracy**

**Closing of Jobs**

**Receivables/Collection**



# *Repair Facility*

## Supplement Reduction

- Lack of process / Lazy Estimator
- Scheduling Repairs
- Parts ordering
- Inconsistent practices of securing agreed prices
- Improper damage assessment
- Cost shifting
- Multiple claim processing practices



# *Panel Discussion*

- Roger Wright – AIG
- George Avery – State Farm
- Craig Griffin – Laney's Collision
- Aaron Schulenburg – Bill Denny's  
CARSTAR

# Supplement Reduction

Consumer



Insurance  
Providers



Repair  
Facility





# Supplement Reduction



Consumer

Insurance  
Providers

Repair  
Facility

ARE WE

READY?



## ***Contact Information***

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