

Write it Right Committee

August 4 & 5
Chicago, IL

Committee Members--2004

- **Steve Vettel** — Pacific Collision Centers — Co Chairman
- **Mike Hall** — Mercury Insurance
- **Tom Williamson** — Marina Autobody
- **Farzam Afshar** — Verifax
- **Tom Holmes** — Holmes Body Shop
- **Gene Scambray** — Coparts
- **Ray Trevethan** — Automobile Club of Southern California
- **Michael Lloyd** - California Casualty Management Group
- **Lou Romo** – 21st Century Insurance
- **Steve Seidner** – Seidner Collision Centers
- **Rick Reiss** – Caliber Collision Centers
- **Young Chai**—PC Net Cypress
- **Herb Lieberman** – LKQ Corporation
- **Gene Anderson**– Mitchell International
- **Marco Maimone**—Marco's Autobody

Committee Members--2004

- **Bruce Yungkans** – CCC
- **Tom Coleman** – Hi Tech Collision Centers
- **Ron Guilliams** – Fix Auto
- **Ed Milmeister** – All Auto Parts
- **Bill Daley** – Allstate Insurance
- **Andy Rapport**—McAlisters Body Shop
- **Wolf Wahl**—Sterling Collision Centers
- **Gary Stephen** – Autobody Resources
- **Steve Krause** – Grand Prix Auto Auctions
- **Karen Schoknect** – Holmes Auto Body
- **Mike Rubin**—California Casualty Management Group
- **Dan Cox**—Allstate
- **Chris Sestito**—Safeco Insurance
- **Toby Chess** – Co-Chairman

Cycle Time

The WIR Committee is currently working on a document pertaining to cycle time and what we as an Industry can do to improve it.

“How is Cycle Time Measured

The committee as a whole voted unanimous the cycle time for a repair shop should be “Key to Key”.

One Idea on Cycle Time

Many insurance companies measure cycle time in the repair shop on a 7 day week, yet their adjusters work Monday thru Friday. We as a committee decided to measure cycle time on a 5 day work week excluding holidays.

Factors that impact cycle time in the Body Shop

Body Shop Cycle Time Issues

1. Customer Authorization Response
2. DRP Assignments
3. Adjusted Estimates
4. Supplements
5. Part Back Orders/Availability/Used/Aftermarket
6. Vehicle Construction/Vehicle Complexity/Technology
7. Shop Capacity/Shop Design/Weather/Geography
8. Severity/Type of Loss/Payment Issues/Total Loss Processing
9. Staffing/Tech Training
10. Incomplete Estimates
11. Equipment
12. Sublets
13. Warranty Repairs/Poor Quality Repairs/Prior Repairs

Factors that impact cycle time at the Insurance Company

Insurance Cycle Time Issues

- 1. Down Sizing/Rotating Staff/Vehicle Construction & Complexity/Lack of Technical Adjusters/Technical Expertise**
- 2. Reparability**
- 3. Voicemail/Response Time/Electronic Communications**
- 4. Dictating Repair Methodology**
- 5. 3rd Party - Desk Auditing/Vehicle Auditing - Reinspection**
- 6. Type of Claims – 1st or 3rd Party/Authorization/Coverage/Policy Limits**
- 7. Unrealistic Goals/Quoting Completion Dates**
- 8. Dictating Vendors**
- 9. Payments**
- 10. Frequent Changes in Guidelines**
- 11. Writing Initial Incomplete Estimates**