

Attention Collision Repair Professionals

The Collision Industry Conference, CIC, Best Practices Task Force would like your help. The Best Practices Task Force has been formed to address the issue of lack of standard Direct Repair Program practices.

Currently we are focusing on administrative tasks associated with Direct Repair Programs. While each program has specific administrative requirements, we believe that there are common tasks that can be standardized and accepted by several different insurance programs.

As a repairer what are some of the administrative tasks required of you, from your insurance partners, that you feel could be candidates for standardization? Please understand that due to insurers program policies and procedures it may not be possible to standardize all administrative tasks. But we do believe that if we could standardize just a few, the benefits will have a positive impact on all involved: repairer, insurer, and customer.

Please provide us with between 3-8 administrative tasks that you currently complete for your insurance partners that you would like to see standardized. (e.g. the number of photographs required, customer communication, etc.) Once we have your input we will share with insurers and see how we may move forward to work toward some standards.

We realize that this is a big undertaking. However, with your input, we believe that we can make real progress. Thank you for your input and your continued support of CIC and our efforts.

Sincerely,

Collision Industry Conference
Best Practice Task Force

Please provide the following contact information (Optional):

Name _____

Title _____

Organization _____

Work Phone _____

FAX _____

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Enter Information Here...

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