



# **CIC Cycle Time Task Force**

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October 16, 2002

Seattle, WA



# Objective

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- Identify specific impediments in auto physical damage claims handling and the collision repair process that impact cycle time.



# Definition

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- Cycle time is defined as the number of days from a specific event to the conclusion of that event.



# Enabling Objectives

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- Identify dates that impact cycle time
- Identify impediments that impact cycle time
  - Claims reporting process
  - Appraisal process
  - Parts procurement process
  - Production process
- Identify solutions for cycle time improvement
- Identify cost improvement gained by cycle time improvement



# Appraisal Process

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- Identify cycle time impediments, recommend solutions and projected cost savings
  - Insurer write sheet
  - Collision repairer write sheet
  - Supplement process
- Project Team
  - Toby Chess
  - Roger Wright



# Question Asked of Appraiser?

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Rank the top three reasons that impact cycle time from the following list, giving your top choice 3 points, your second choice 2 points and one point to your third choice.



# Appraisal Process Cycle Time Impediments

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- Survey conducted
- Ranked top three reasons for delays in cycle time
  - 3 points for number 1 reason
  - 2 points for number 2 reason
  - 1 point for number 3 reason



# Appraisal Process Cycle Time Impediments

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- Work load
- Technical expertise
- Low pay
- Poor claims handling process
- Multiple estimating systems
- Aftermarket & used parts usage
- Supplement process
- “Forced” to write low estimates
- Cost shifting
- Complexity of the vehicle
- “Forced” to keep costs down
- Other



# Results

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- Work load – 27.8%
- Poor claims handling process – 22.2%
- Technical expertise – 14.4%
- Complexity of vehicle – 13.3%
- Supplement process – 10.0%



# Next Steps

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- Expand survey to 250+ evaluations
- Analyze results
- Identify and recommend improvement process for top three reasons



# NACE Meeting Agenda

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Present phase two of:

**“Production Process  
Cycle Time Analysis”**