



Collision Parts Replacement

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Typical collision shop leadership complaints around replacement parts

- **Aftermarket** – The part won't fit and the insurance company made me use them
- **OEM** – I have to repair the shipping damage if I want to finish repairing the car for the customer.
- **LKQ** – The part is damaged and not correct. Now the car is stuck in the shop taking up room.



Taking control – Not Avocation

- All these complaints are legitimate problems facing Collision repairs as well as Insurance companies and part suppliers.
- As collision repairers we need to take ownership of this problem to ensure the processes within our control are developed and managed.
- At the end of the day it is about our customer.



Is a third party parts problem an exception for the repairer or is it the rule?

■ Did we as repairers

- ◆ Ensure the vehicle had all the correct and undamaged parts before beginning the repair?
- ◆ Validate the availability of the parts before setting the customers expectations?
- ◆ Identify all the damage to the vehicle before we gave a delivery date?



Building a parts process

Objective:

- Identify all the damage
- Source parts and delivery times that meet your business initiatives
- Set a true customer expectation
- Validate all parts prior to repair
- Ensure that once repairs commence the vehicle will flow uninterrupted throughout the entire repair process.



Identify all damage

Blueprinting / Damage Analysis / Teardown

Disassembly for Repair

- Identifying all the damage is the first step in limiting a body shop's exposure to future part problems.
- **100% damage analysis upfront**
 - allows the repairer to communicate a true expectation to the customer
 - Select vendors that complement their business needs.
 - Eliminates rush ordering which contributes to poor parts vendor/manufacture service & relationship.



Source parts and delivery times that meet your business needs

With rush orders and in process orders eliminated, an ordering process other than the call and hope (Hope they send them) system needs to be utilized.

Procuring parts is more than just ordering

- Part pricing established
- Parts availability and delivery time line mapped out.
- Shipping costs or delivery options identified.
- Parts return rate questioned (vendor performance analysis).
- MSDS information and tracking for non standard materials
- Updates or part bulletins (on the mailing list)
- Does the vendor have the part or are they dependent on a 3rd party for condition validation or delivery?



Set a true customer expectation

Being proactive and identifying all the damage upfront and utilizing a parts procurement process that proactively trouble shoot future part problems and work stoppages will not only eliminate internal part problems, but will allow consistent fact based information back to the customer.



Validate all parts prior to repair


- Is it undamaged?
- Is it correct?
- Have all the parts ordered been delivered?
- Validate parts – matches existing part
- Vendor performance management
- Pro-active parts system
- OEM/Aftermarket/LKQ require all of the information – not some of it



Applying a parts process to typical part complaint questions

- **The insurance company made us use these parts?**

Proactively contacting the insurance company/customer and informing them of the return rate or obstacle posed by this part will help manage the customer expectation as well as allow a knowledge based decision be made by the concerned parties to move forward before creating a stop in a repair process.



Applying a parts process to typical part complaint questions (cont'd)

- **The part is damaged**

Having all the parts prior to the repair allows the repair to make a decision with the vendor before creating a work stoppage in the shop. Resolution could be compensation and rental or a part replacement. Identifying this upfront will allow the repair to also work with vendors that have similar business goals.



Applying a parts process to typical part complaint questions (cont'd)

- **The part is wrong**

Asking questions during the ordering process is the first line to control this. If the repairer knows the part is coming in with damage they are able to work out a repair plan proactively as well as manage the customer expectation. Requiring additional information from a vendor to ensure you are getting the right parts is the repairs obligation to their customer.



Allow the vendors and suppliers the time to manage their product by taking control of your process.