



# Repair Standards Las Vegas, Nevada

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# Repair Standards Committee

Tony Molla

Bob Keith

Mark Algie

Scott Biggs

John Bosin

Boyd Dingman

Jordan Hendler

Fred Iantorno

Scott Jenkins

Brent Johnson

Gene Lopez

Bob Matejzel

Steve Nantau

Joe Skurka

Bob Smith

Roger Wright

Jeff Patti



# **Repair Standards Committee Mission Statement**

*To provide analysis and review of all questions related to the existence or development of collision industry standards in repair, personnel and shop operations.*

# Repair Standards Committee



- Where Are We?
- Where Do We Need To Go?



# Background

- Thatcham – The Motor Insurance Repair Research Centre – 1969
- US Equilivant – IIHS, Information Providers, NHTSA, CAPA, I-Car, etc.....
- US System is fragmented, no direction and is causing duplication of effort
- US System requires a central process center (clearing house) to gather all information.

# Scope

- Why Do WE need Standards?
  - ◆ Increase Quality
  - ◆ Increase Reliability
  - ◆ Safety (Most Important)
  - ◆ Improve Accessibility to Critical Repair Information
  - ◆ Improve Risk Management
  - ◆ Improve Business Performance





# Why Develop Standards?

- Standards are developed when there is a market need
- Standards are developed with the involvement of All stakeholders and a rigorous development process



# Standards Development Process

- Create Best Practices
- Review Best Practices With Stakeholders
- Review in a Public Forum
- Acceptance of Best Practices by a Recognized Body



# What Do WE Need to Define?

- Types of Repairs
- Equipment and Tools
- Employees
- Methods of Repairs
- Material Requirements
- Process Management
- Quality Control



# Repair Types

- Non Structural/Cosmetic
- Structural Repair – Steel
- Structural Repair – Composites and Aluminum
- Glass Repair and Replacement
- Refinish
- Mechanical Repair and Replacement



# Equipment and Tools

- Facility Requirements and Tools
- Employee Tools
- Proper Estimating System
- Tool Calibration and Documentation



# Employees

- Define Job Requirement and Skill Levels
- Continuing Education
- Evaluate Technician Skill Level and Counsel – Annual Reviews
- Evaluate Training Effectiveness
- Certification
- Record Keeping
- Limit Qualified to Unqualified Ratio



# Methods

- Inspection/Estimating
- Repair Procedures
- Quality Control – Adopt a QC Process
- Emergency Planning
- Document the Repair Process



# Materials

- Parts Types and Branding
- Material Property Branding
- EPA Conformity for Refinishing Products
- Inventory Control
- Parts Handling and Storage
- Health and Safety Issues
- Material Shelf Life



# Process Management

- Evaluate Systems of Document Control
- Management of Sub-Contractors
- Internal Audit with Corrective Actions



# Quality Control

- Quality Checks at Different Phases of Repair
- Create Quality Benchmarks for Technicians to Achieve
- Corrective Actions



# Starting the Plan

- Review Current and Create Best Practices with Stakeholders
- Establish a Clearing House of All Best Practices
- Gather Best Practices in One Document
- Reach Out to Organizations Outside the CIC
- Solicit Support from Standards Bodies



## Website

- For comments and suggestions from the industry
  - ◆ [WWW.CollisionIndustryStandards.org](http://WWW.CollisionIndustryStandards.org)
  - ◆ BLOG and BBS open to all to participate and share ideas, thoughts and suggestions



# Questions

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