



Industry Repair Standards: Town Hall Discussion

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Phoenix, AZ



Repair Standards Committee

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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.*



Where Do We Go From Here?

- Q: Do we agree that the industry would benefit from established standards?
 - ◆ Discussion on possible direction for establishing Repair Standards
 - ◆ Evaluation of proposed model
 - ◆ Suggestions for improvement
 - ◆ Best Practices document?



Our Focus & Process

- “Jigsaw Puzzle” Approach
 - ◆ Existing processes, information, training and certification availability form the edges.
- Q: Is anything missing?



Group Existing Resources Into Four Categories

- **Man:** Technician Training & Certification Requirements
- **Machine:** Equipment, tools, facility requirements.
- **Materials:** Standards of parts, paint and materials to be used on the vehicle
- **Method:** Technical Reparability Specifications, Processes, UPCR, State and Federal Regulations
- **Q:** Does this approach make sense?



Passing the Torch

- Q: Which direction offers the best chance of success?
 - ◆ Issue CIC Best Practices Document based on existing research?
 - ◆ Establish ongoing CIC subcommittee to continue work?
 - ◆ Involve Associations similar to DEG process?
 - ◆ Other suggestions?



Necessary Segments

- Q: Which industry segments need to be involved in creating standards?
 - ◆ Collision repairers
 - ◆ Insurers
 - ◆ OEM's
 - ◆ Associations
 - ◆ Suppliers of materials, parts & services
 - ◆ Others?



Final Thoughts

- Q: Have we missed anything?
- SWOT Analysis
 - ◆ Obvious Challenges?
 - ◆ Roadblocks?
 - ◆ Missing Pieces?
 - ◆ Value Proposition?
- What Else?



Online Structure

Website for input, comments and suggestions from the industry to continue the process

www.CollisionIndustryStandards.org

BLOG and BBS open to all to participate and share ideas, thoughts & suggestions