



# Stakeholder Value Propositions

Presented by the  
Repair Standards Committee

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# Repair Standards Committee

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Source: Zurich



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Source: Zurich



# **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.***



# Stakeholders – Value - Consumer

- Consumer
  - Safety
  - Reliability
  - Consistency in Repair



# Stakeholders – Value - Repairer

- Repairer
  - Predictability in Repair
  - Defined Procedures
  - Confidence in Safety and Reliability
  - Process Management
  - Quality Control
  - Cost Predictability



# Stakeholders – Value – Parts and Materials Providers

- Original Equipment Manufacture (OEM)
- After Market Parts Suppliers
- Parts Recyclers
- Paint Manufactures
- Repair Material Suppliers
- Paint, Body and Equipment Jobbers (PBE)
- Equipment Manufactures



# Stakeholders – Value - OEM

- Parts and Materials - OEM
- Confidence that their vehicles are being repaired Properly
- Proper use of parts as recommended



# Stakeholders – Value - Aftermarket

- Parts and Materials –  
Aftermarket Parts  
Suppliers
- Establish clear  
guidelines for use
- Establish clear  
procedures for returns



# Stakeholders – Value - LKQ

- Parts and Materials – Recyclers (LKQ, Reconditioned, Used OEM)
- Establish clear guidelines for use
- Establish clear procedures for returns



# Stakeholders – Value - Paint

- Parts and Materials –  
Paint Manufactures
- Use of system products as recommended
- Proper use of system materials
- Safe use of system materials
- Clear guidelines for training/certification of repair facility and technicians



# Stakeholders – Value - Materials

- Parts and Materials – Repair Material Suppliers
- Establish proper use of system materials
- Establish clear application procedures



# Stakeholders – Value - PBE

- Parts and Materials – Paint, Body and Equipment Jobbers (PBE)
- Itemized list of needed equipment and materials
- Clear guideline on needed equipment and material



# Stakeholders – Value - Equipment

- Parts and Materials –  
Equipment  
Manufactures
- Clear guidelines for  
needed equipment



# Stakeholders – Value – Information Providers

- Information Providers
  - ◆ Customer Service Evaluators
  - ◆ Information Providers/Agencies
  - ◆ IT Providers – Hardware, Software networks, Developers, etc.
- More focused system needs
- More focused information needs



# Stakeholders – Value – Insurers

- Insurers
  - Safety and Reliability in Repair
  - Cost Certainty
  - Customer Satisfaction
  - Established Procedures
  - Confidence in Repair Quality



# Stakeholders – Value – General Service

- General Service Providers
  - ◆ Salvage Service Providers
  - ◆ Independent Appraisers
  - ◆ Rental Car Co.
  - ◆ Towing/Storage Co.
- Improved business procedures - expectations



# Stakeholders – Value – Related Industry

- Related Industry
  - ◆ Educators
  - ◆ Certification Groups
  - ◆ Associations
  - ◆ Consultants
  - ◆ Regulators
  - ◆ Verification Services
- Focus on Education
- Focus on Certification
- Develop Apprenticeship Programs
- Better cooperation between stakeholders
- Basis for Local, State & Federal Rules



# Progress Measurement - Milestone

- 1st Milestone
  - ◆ Identify Stakeholders
- 2nd Milestone
  - ◆ Identify Value to Stakeholders
- 3rd Milestone
  - ◆ Solicit support from Stakeholders using Value Proposition



# Progress Measurement - Milestone

- 4th Milestone
  - ◆ Develop Scope and Purpose
- 5th Milestone
  - ◆ Define Terms and Definitions  
(Throughout the Process)
- 6th Milestone
  - ◆ Define Repair Categories



# Progress Measurement - Milestone

## ■ 7th Milestone

- ◆ Define Facility and Equipment Requirements
- ◆ *Facility/Facility Equipment Sub Group*

## ■ 8th Milestone

- ◆ Define Tool and Equipment Requirements
- ◆ *Tool/Equipment Sub Group*



# Progress Measurement - Milestone

- 9th Milestone
  - ◆ Define Technician Classification, Training and Certification Requirements
  - ◆ *Classification/Training/Certification Sub Group*
- 10th Milestone
  - ◆ Define Repair Methods and Procedures
  - ◆ *Repair Methods and Procedures Sub Group*



# Progress Measurement - Milestone

## ■ 11th Milestone

- ◆ Define Repair Methods and Procedures
- ◆ *Materials Sub Group*

## ■ 12th Milestone

- ◆ Define Process Management and Quality Control
- ◆ *Process Management/QC Sub Group*



# Progress Measurement - Milestone

- 13th Milestone
  - ◆ Define Technical Terms
  - ◆ *Technical Terms Group*
- 14th Milestone
  - ◆ Launch Industry-Supported Comprehensive Standards Program



## Question --

- ??
- Stakeholder List/Value Propositions, Presentation and Milestone Chart will be Posted on the CIC Website.