



COLLISION INDUSTRY

C O N F E R E N C E



Insurer – Repairer Relations Committee

- A Closer Look at Repair Procedures -

**Presented by:
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Hot Topics Coming Out of Palm Springs



1. Repair Procedures
2. Ever increasing cost of doing business
3. Cycle time pressures

Where Do Repair Procedures Come From?



- OEM Manufacturer
- Supplier / Jobber – typically procedures for specific products
- I-CAR – Will typically reference OE procedures but have produced some general procedures
- Tech-Cor – Produce procedures for OE consideration and adoption

How Do Repair Procedures Add Value?



- Helps industry keep up with changing technologies and materials
- Can help establish creditability and trust between the interested parties (repair procedure, customer, insurer)
- Can help reduce friction between the interested parties
- Helps protect consumer/insurer / lien holder investment

How Do Repair Procedures Add Value?



- Serves as a set of directions / blue print – A starting point
- Delivers a process to follow
- Helps manage liability when followed
- Helps produce a consistent quality outcome



How Are Repair Procedures Communicated?



- OEM training, websites / portals
- CCC (repair methods), AudaExplore, and Mitchell (tech advisor)
- Alldata – Aggregator of procedures
- Verifacts and AccuracyDrive4– incorporates procedures from others into their processes
- ICAR and Tech-Cor

Why Doesn't Everyone Follow Repair Procedures Every Time?



- Knowledge that the procedure exists
- Lack of training
- Simply not a priority to some
- “don't worry....I know how to do it” technician mentality
- Some procedures are constantly changing

Why Doesn't Everyone Follow Repair Procedures Every Time?



- Potential to have an adverse impact on repair costs, administrative costs, and cycle time
- Is it logical? Pass the “smell test”? If not, additional questions on other procedures could be questioned. Leads to questions on which procedure needs to be followed and which one don't.
- Technicians are always looking for faster ways to perform repairs

Why Doesn't Everyone Follow Repair Procedures Every Time?



- Complexity of the written procedures (not user friendly)
- Comparison to others who are not following procedures – (“you’re the only one....”)
- Repair facility does not have the proper tools, materials (i.e. parts, proper adhesive, etc.) or equipment

Why Doesn't Everyone Follow Repair Procedures Every Time?



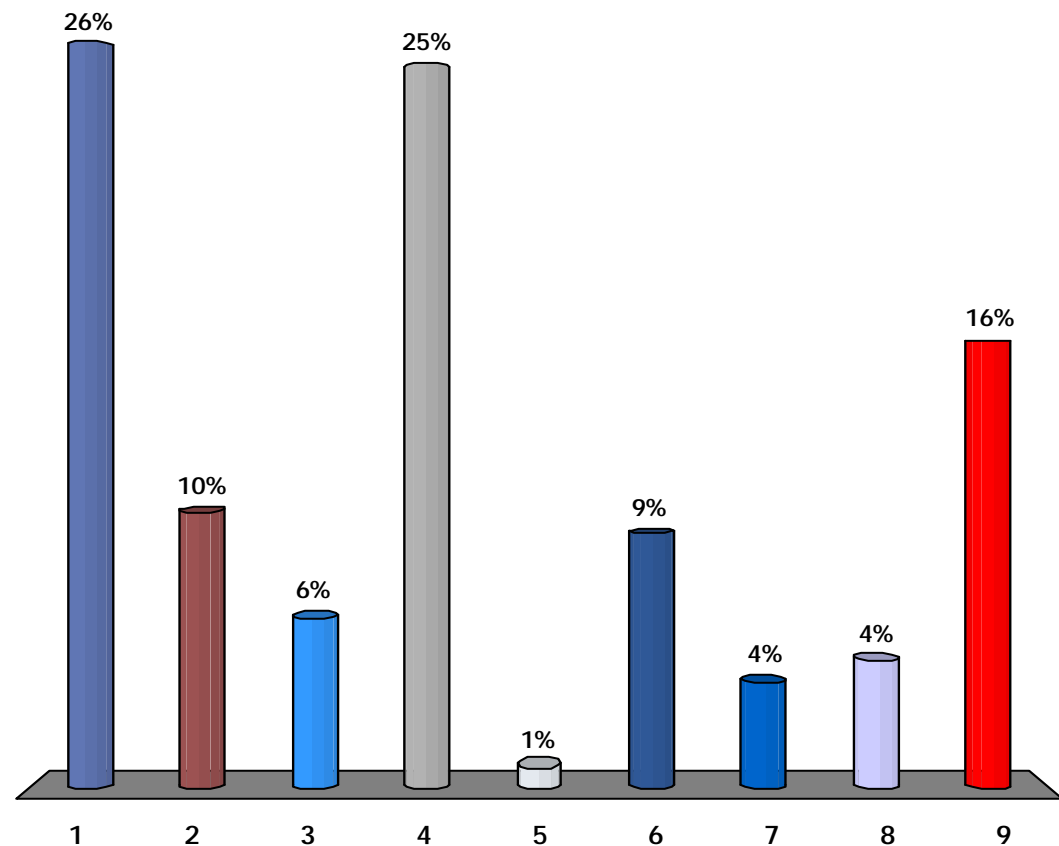
- Restricted access to the procedures (fee involved or will only share with specific entities)
- Perception that repair procedures vary based on cash pay vs. insurance settlement
- Straight denial from an insurer – No explanation...simply “...higher ups said we don't pay for that...”

AUDIENCE RESPONSE QUESTION:



Please indicate which stakeholder group you represent:

1. Repairer
2. Insurance
3. OEM
4. Supplier
5. Salvage
6. Consultant
7. Education
8. Associations
9. Other



Please indicate the single most meaningful and ACTIONABLE reason that repair procedures may not be followed consistently:

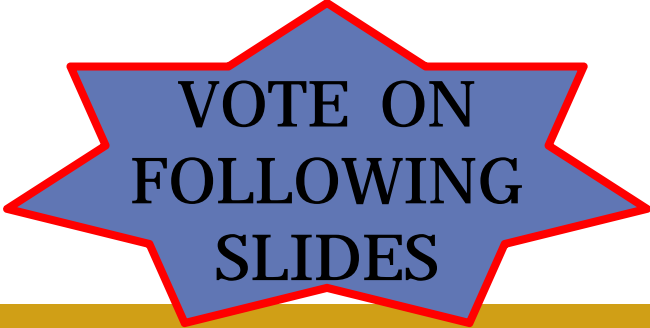


Slide 1

1. Knowledge
2. Training
3. Restricted Access
4. Not a Priority
5. Need to Find a Faster Way
6. Constantly Changing
7. “Don’t Worry...I know what to do”

Slide 2

1. Impact on Costs
2. Not Logical
3. Do Not Have Proper Tools
4. Comparison to Others
5. Dual Standards (cash vs ins)
6. Don’t Understand Written Procedure

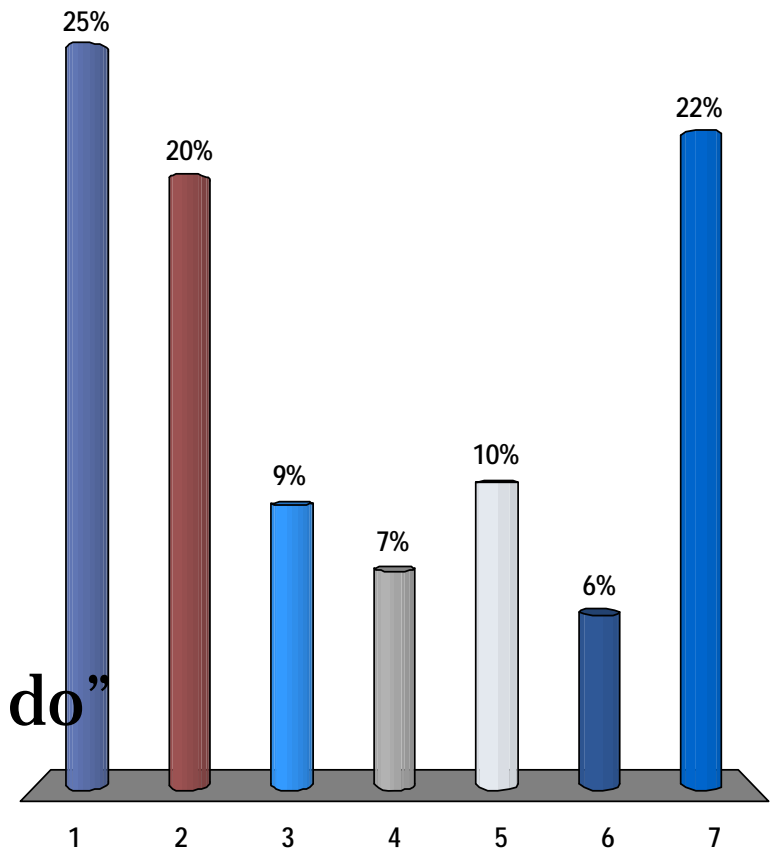


VOTE ON
FOLLOWING
SLIDES

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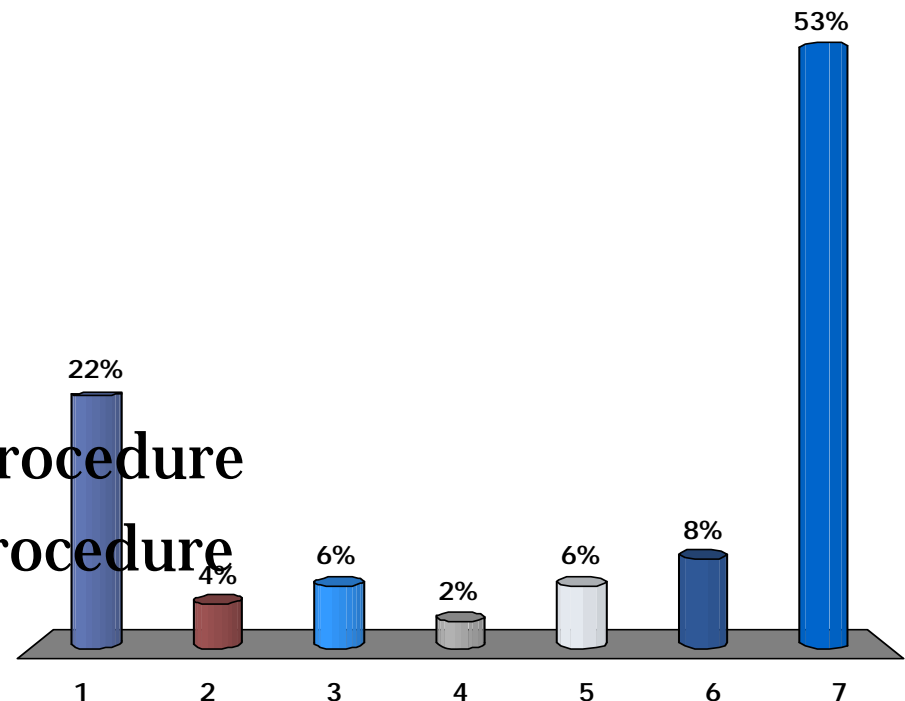


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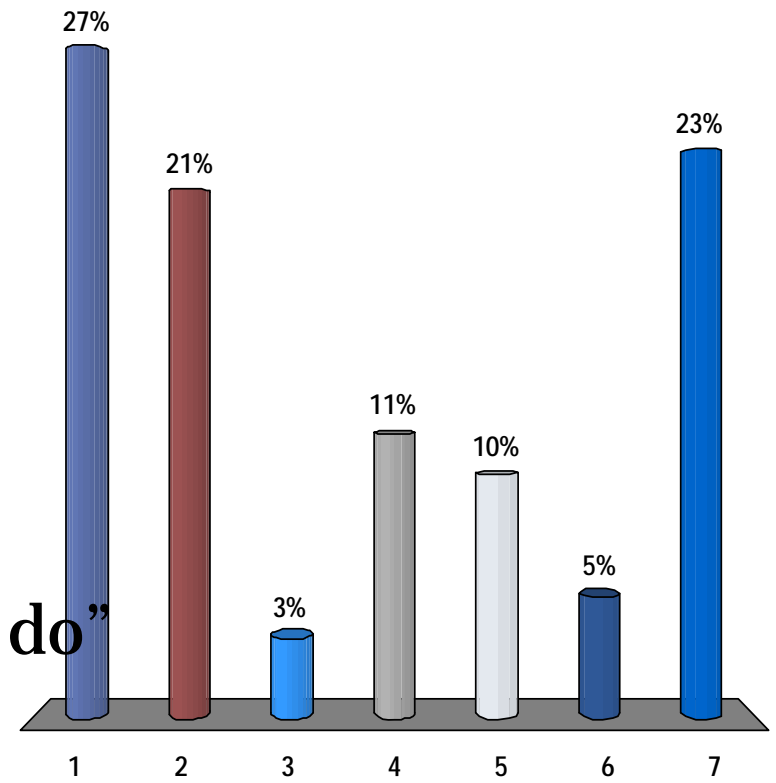
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