



Repair Standards Advisory Committee

Las Vegas, NV

November 3, 2011



Background

- CIC has been actively involved in the creation of guidelines, recommendations and best practices across a wide variety of collision industry topics



Examples of CIC's Work

- Best Practices for Digital Imaging
- Estimating Fundamentals Best Practices
- Estimating Procedures Best Practices
- Collision Industry Electronic Commerce Association (CIECA)
- Minimum Recommended Requirements for a Class A Facility



Repair Standards Background

For the last six years, the CIC has had a committee devoted to exploring the possible benefits of formal repair standards



Why now?

- Increasing complexity of modern vehicles
- Changes in vehicle construction materials
- Repair Facilities increasingly focused on process improvement (lean)



Initial Work

- What repair standards exist
 - ◆ Vehicle manufacturers, equipment and materials suppliers, others
- Benefits of formal repair standards
- Repair standards activities in other markets



Second Phase

- July 2008, the committee started to draft repair standards based upon existing industry sources and work product.



Background

- July 2010- the CIC Repair Standards Committee proposed the creation of a new, non-profit organization to manage the creation, maintenance and implementation of repair standards for the collision industry in the U.S.



Background

- In November 2010, an open meeting was held to discuss the CIC Repair Standards Committee's proposal to determine a path forward for the effort to assure its success. During that meeting a Repair Standards Advisory Committee was formed.



What are Repair Standards

- Scope of the work: To develop and publish nationally-recognized collision industry repair standards which follow the manufacturers recommended procedures for safety and reliability. In addition, the standards provide a basic framework for training, employee development, quality control, technical process management and materials.



Out of Scope

- General Business Processes – Management
- Claim Handling
- Customer relations



What are Repair Standards

- Principle-based
- Man, Method and Machine



What are Repair Standards

- Technical repair procedures
 - ◆ Technical information
 - ◆ Employee skill requirements
 - ◆ Equipment and Materials requirements



Goals for 2011

- Form subcommittees to work on specific goals
- Engage a consultant to work with the committee to develop a business case statement/feasibility study for the proposed organization.
- Raise seed funding through sponsorship to create the business case study
- Engage the industry to further the effort



Committee Structure

- “Executive” Committee
 - ◆ Co-Chairs: Mike Quinn, Russell Thrall
 - ◆ Scott Biggs, Jeff Patti, Joe Skurka
- Over 50 committee members participating in the Advisory Committee and/or Sub-Committees



Sub-Committees

- ◆ Technical Documentation Committee
 - ◆ Chaired by Steve Nantau and Jeff Patti
- ◆ Governance Committee
 - ◆ Chaired by Rick Tuuri and Tony Molla
- ◆ Fundraising/Marketing Committee
 - ◆ Chaired by Dale Delmege and Joe Skurka



Interested in participating?

- Email: rthral1@collisionweek.com
- 570-629-8010
 - ◆ Indicate what committee(s)



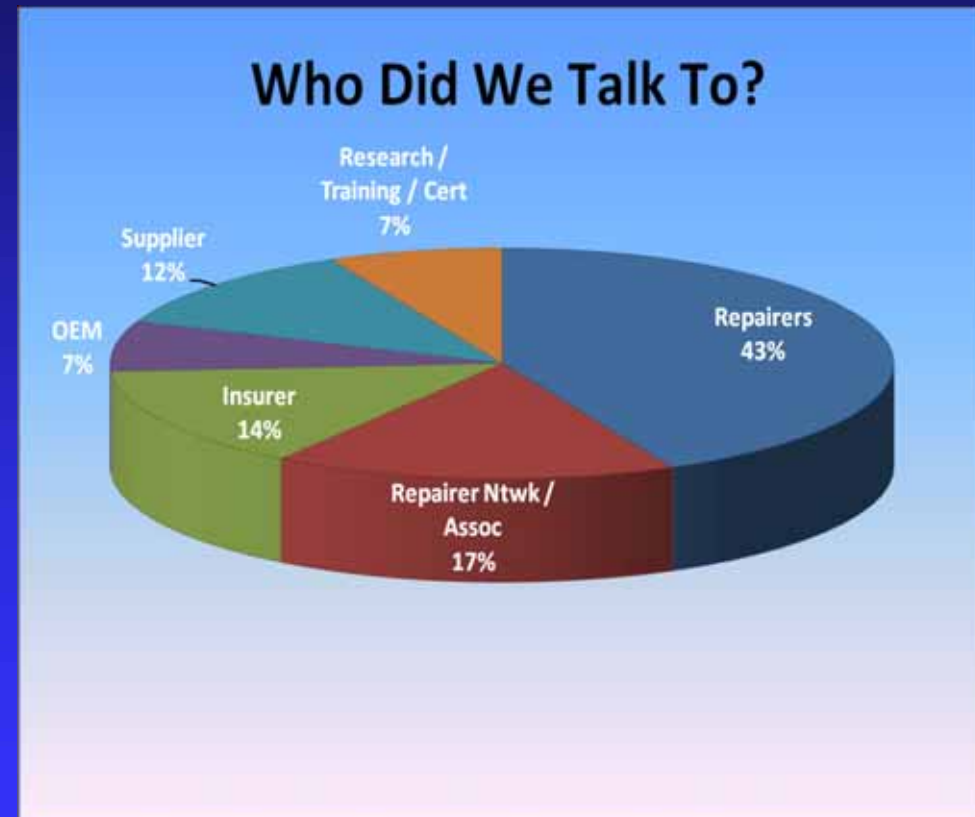
Business Case Development

- Engaged a consultant in May to conduct research across industry stakeholders to gauge both the level of interest in formal standards development, the need for a new entity, possible structures



Business Case Development

- Research completed
 - ◆ 42 interviews





Business Case Development

- In addition a conference call took place with state and local repair associations coordinated by consultant and SCRS.

Thank you SCRS!



Business Case Development

■ Research

◆ Quantitative

- ◆ Common question set with yes/no and rating scale responses

◆ Qualitative

- ◆ Non-structured conversation around standards generally and potential models



Business Case Development

■ Next steps

- ◆ Compile research into a comprehensive report to be delivered at CIC by the April meeting
- ◆ Work with governance and technical sub-committees to refine recommendations for a standards development and maintenance effort



Sponsorship

- Seek \$60,000 sponsorship to fund case statement development and forum
 - ◆ Recognition
 - ◆ Website
 - ◆ Industry communications



Sponsorship Goals by Segment

- Seeking \$15,000 each from
 - ◆ Collision Repairers
 - ◆ Insurance
 - ◆ OEM
 - ◆ Supplier



Sponsorship Progress (as of October 19, 2011)

- \$46,750+ committed
 - ◆ 70% of \$60,000 Goal
- 35 Sponsors
 - ◆ Repair Facilities
 - ◆ Suppliers
 - ◆ Insurance
 - ◆ OEM



Sponsors

- 911 Collision Centers
- AAA Northern California, Nevada & Utah Insurance Exchange
- ABRA Auto Body & Glass
- Akzo Nobel
- ALLDATA
- Anaheim Hills Auto Body
- Anderson Behel Body Shop
- Audatex, a Solera Company
- Auto Collision Solutions
- BASF
- Carubba Collision
- Chilton Auto Body
- Collision Plus Auto Body Repair Centers
- CollisionWeek
- Craftsman Auto Body
- DDPartners, Inc.
- DuPont Performance Coatings



Sponsors

- Greg's Collision Centers
- Gustafson Bros. Auto Body
- G.W. and Son Auto Body
- Keenan Auto Body
- Kirmac Collision & Autoglass
- Marcos Auto Body
- Marina Auto Body
- Masters Collision Centers
- Mayfield Collision Centers
- McDonald Auto Body
- Mitchell International
- North State Custom
- Oakland Auto Body
- OEM Roundtable
- PPG
- State Farm Insurance
- Symphony Advisors
- VeriFacts Automotive



Sponsorship

- Sponsorship checks should be made payable to:

Quandec Corporation

CIC Repair Standards Fund

PO BOX 538

Tannersville, PA 18372



Questions?