



# Education & Training Committee

January 2017  
Palm Springs



# Education & Training Committee Leadership

Jeff Peevy, Co-Chair, *President, AMI*

Gene Lopez, Co-Chair, *Director of Development,  
Seidner's Collision*



# Education & Training Committee

January 2017

Palm Springs, CA

# Committee Members

Gene	Lopez	Seidner's Collision Centers
Jeff	Peevy	AMi
Bob	Keith	Assured Performance Network
Dominic	Brusco	PPG Industries
Roger	Cada	Accountable Estimatics
Patrice	Marcil	Axalta
Fred	Iantorno	CIECA
Tony	Molla	ASA
Richard	Perry	Chief Automotive Systems
Bob	Medved	PPG Industries
Todd	Hesford	Mission Viejo Auto Collision
John	Bosin	Collisionist
Julian	Davis	I-CAR



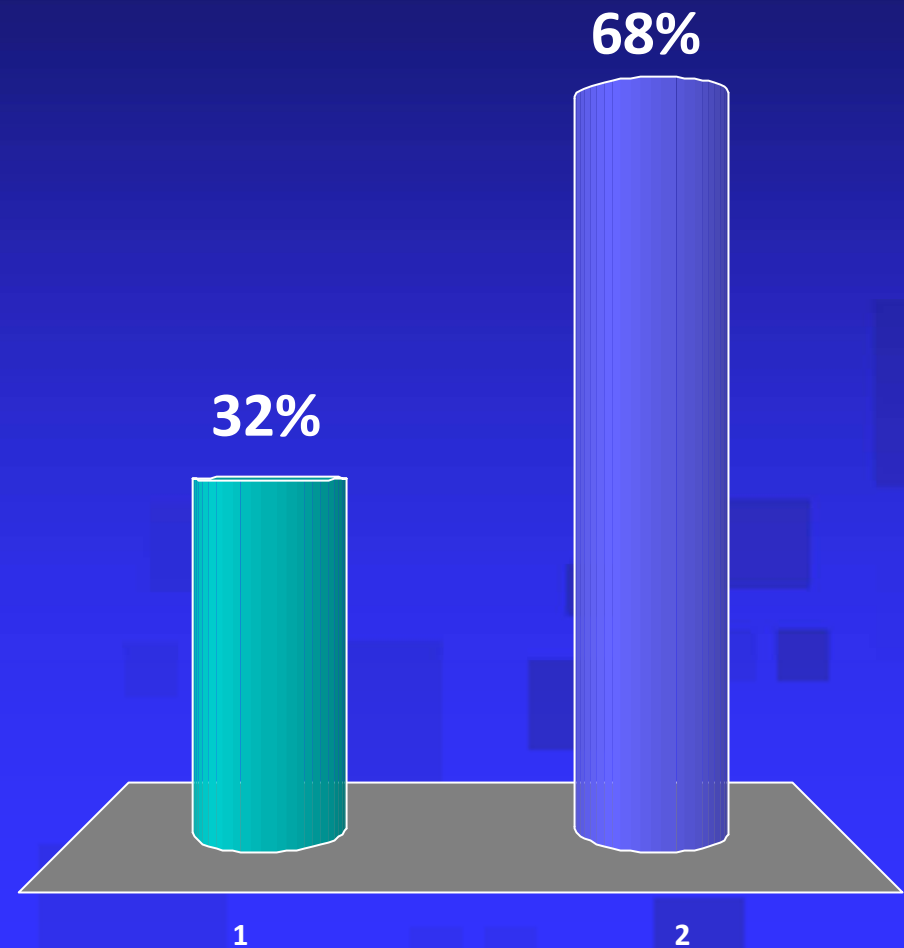
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# Why are you here??

1. Running from bad weather
2. Business optimism for 2017



# Industry Surveys

- CIC General Survey sets landscape
- CIC Education and Training Committee Survey
- ASA Survey
- Other Recent Surveys



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# Surveyed Group Assumptions

- Likely represents 1/3 or less of repairers
  - Most engaged, most involved in...
    - Associations
    - OE Networks
    - I-CAR® Gold Class™
    - DRPs
    - Network Programs

159 Participated in  
Survey

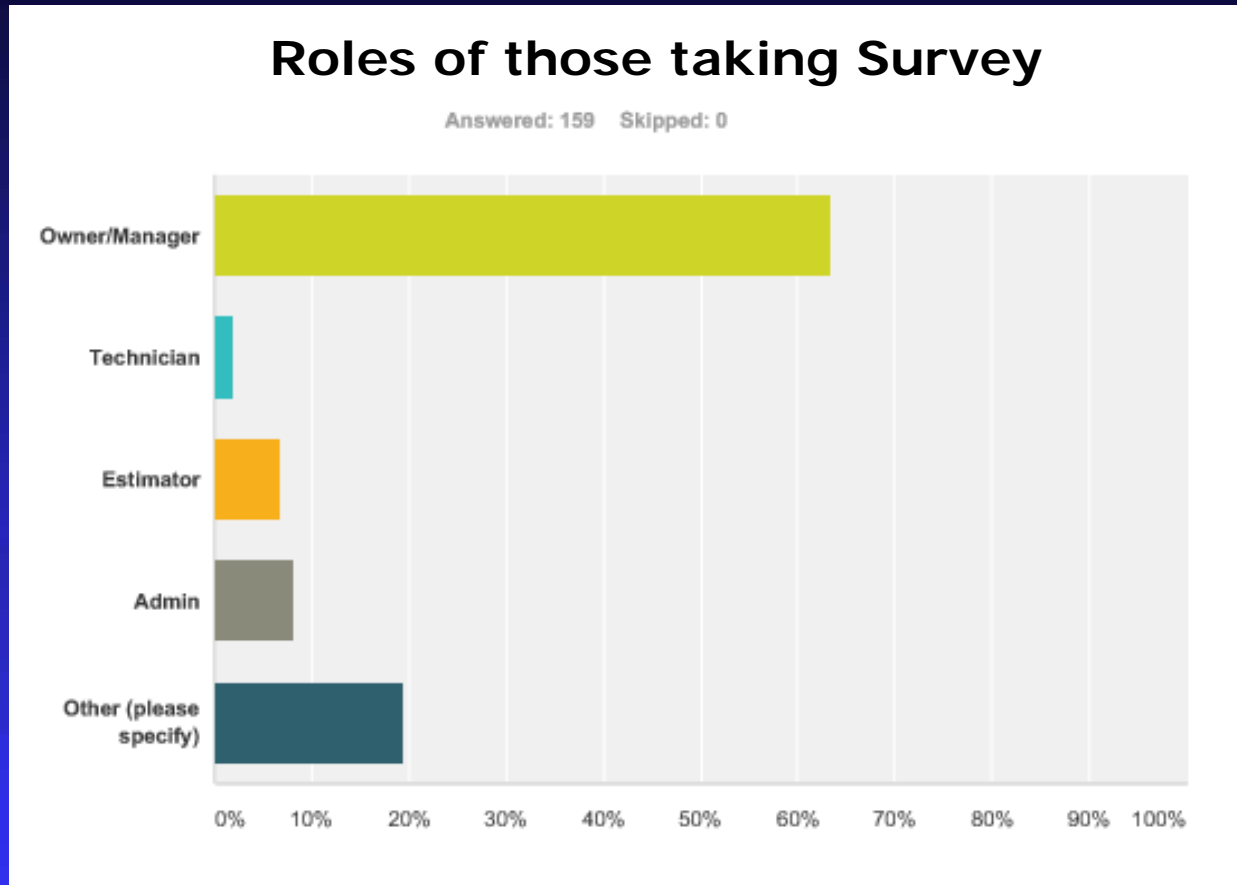


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# Results of those Surveyed



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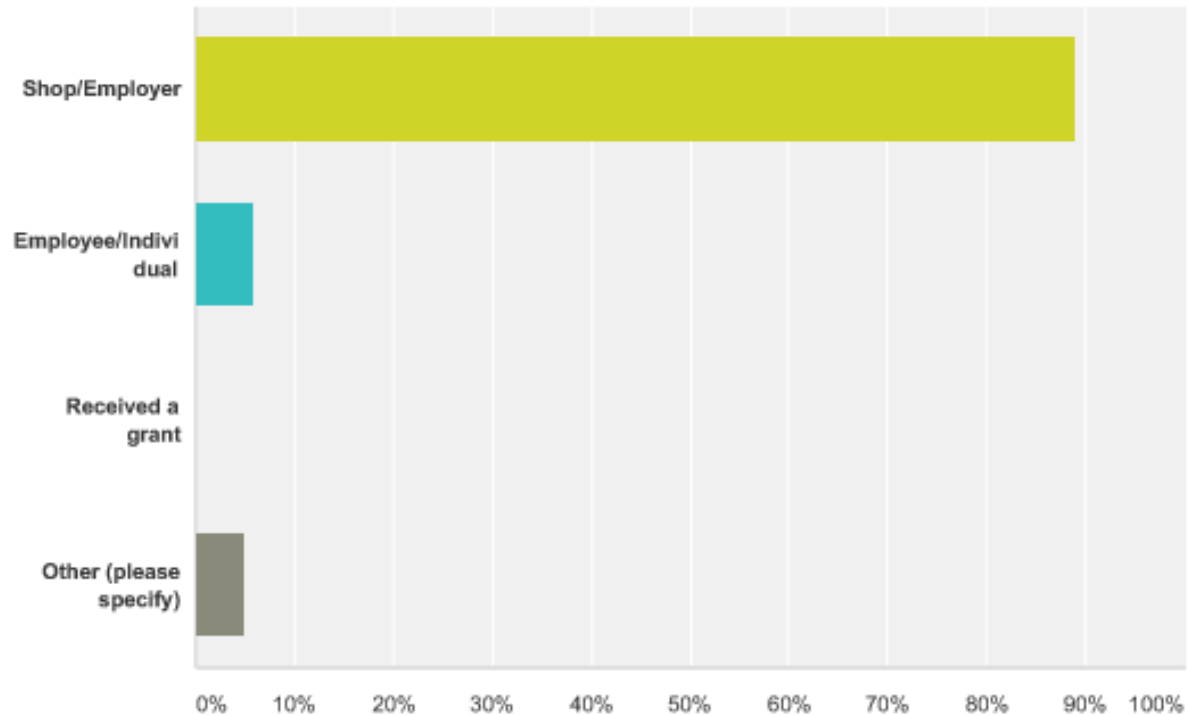
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# Results of those Surveyed

## Who Pays for Training?

Answered: 118 Skipped: 41



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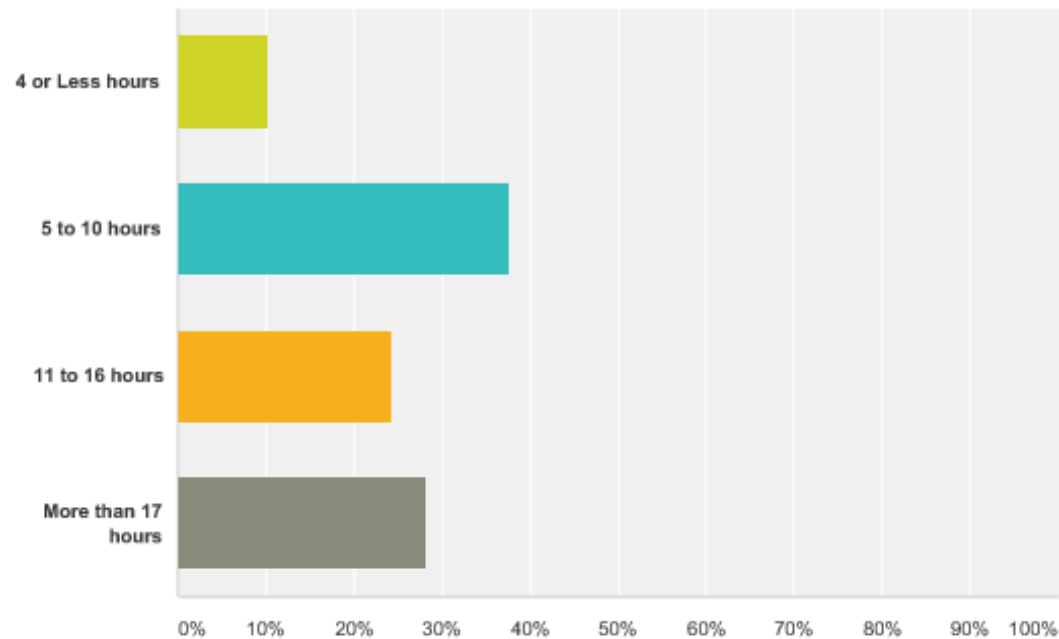
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# Results of those Surveyed

## Estimated Hours Technicians Train Annually

Answered: 128 Skipped: 31



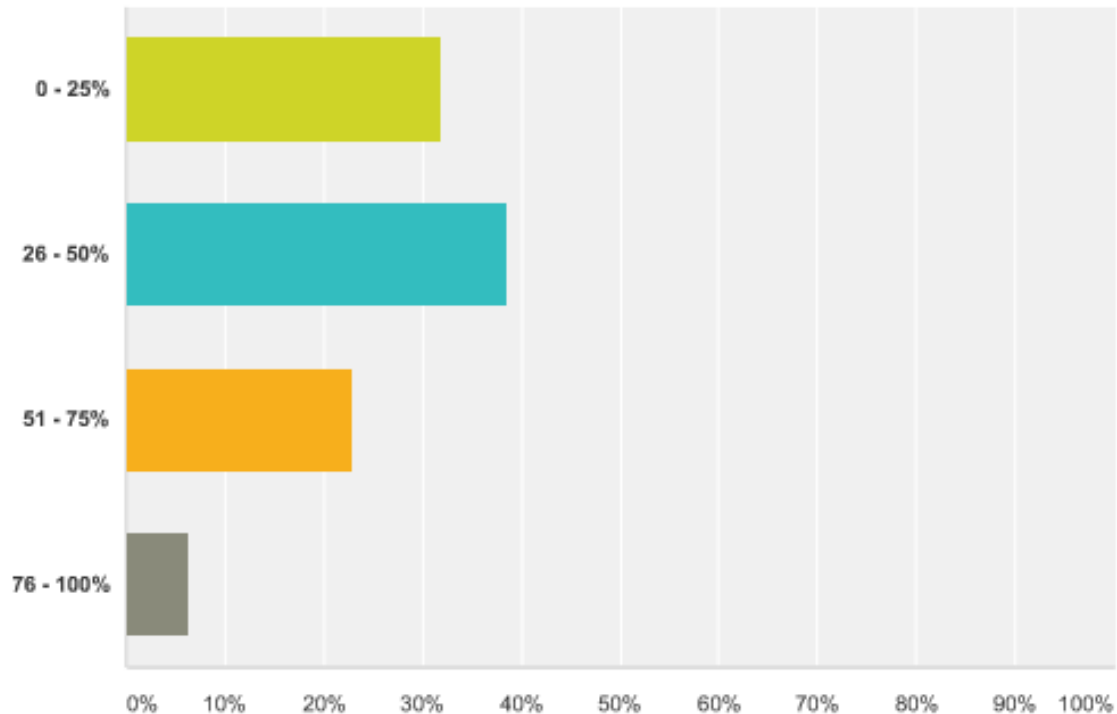
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# Results of those Surveyed

**Estimated Percentage of  
Technician Training taken Online**



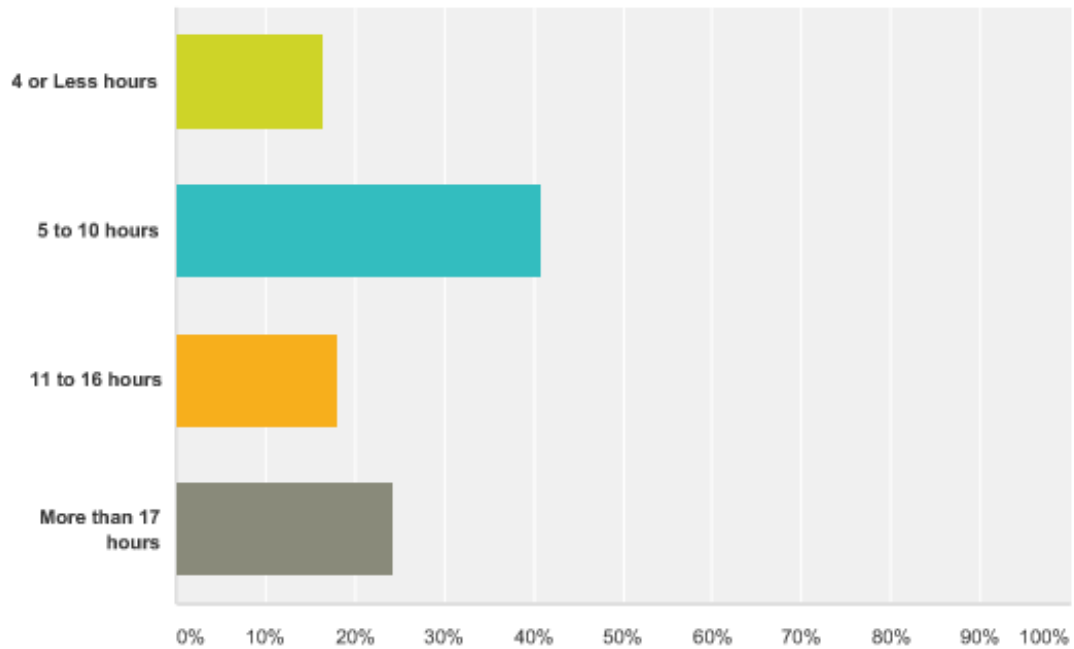
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# Results of those Surveyed

**Estimated Hours Estimators  
Train Annually**



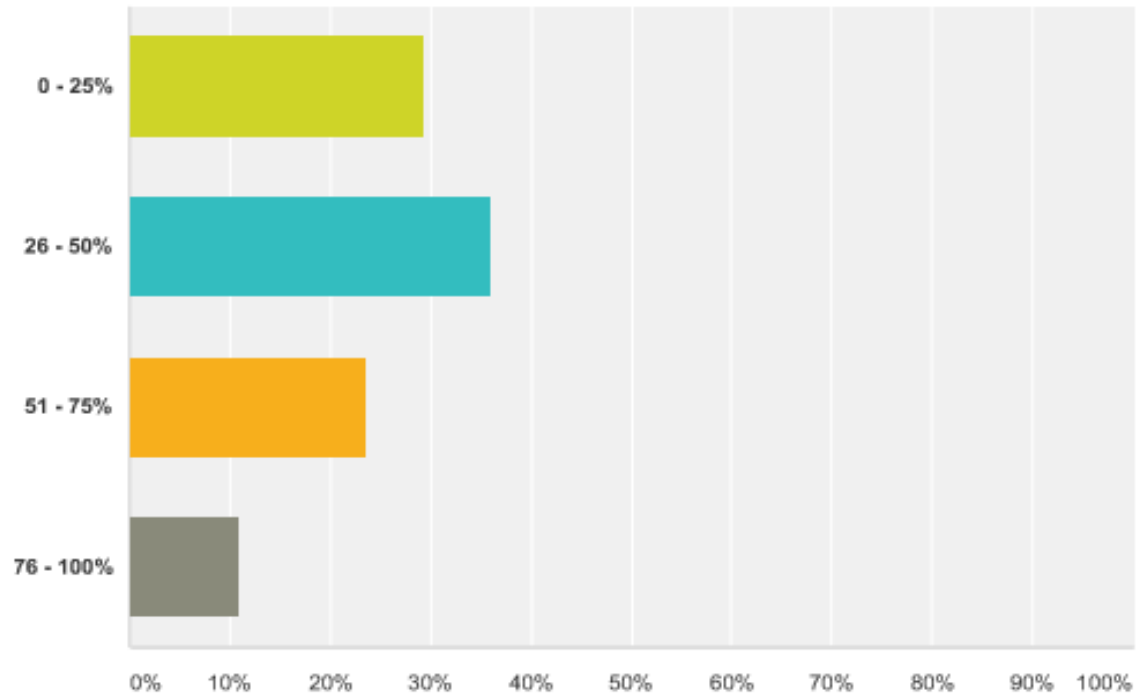
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# Results of those Surveyed

Estimated Percentage of Estimator Training taken Online



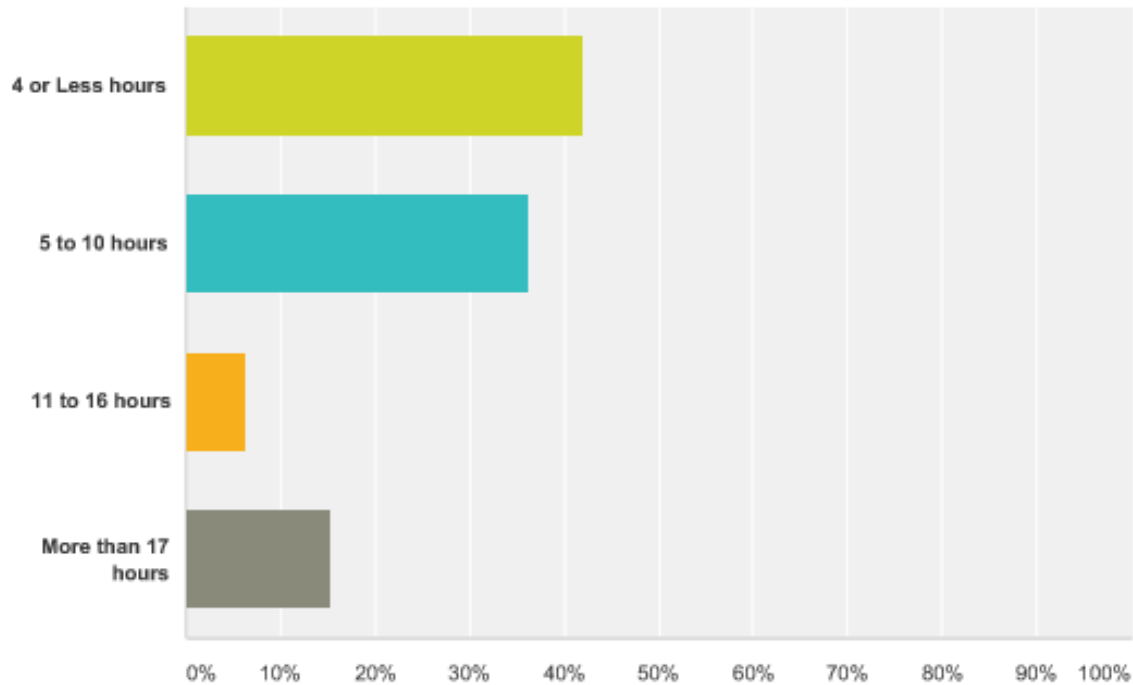
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# Results of those Surveyed

**Estimated Hours  
Administration Train Annually**

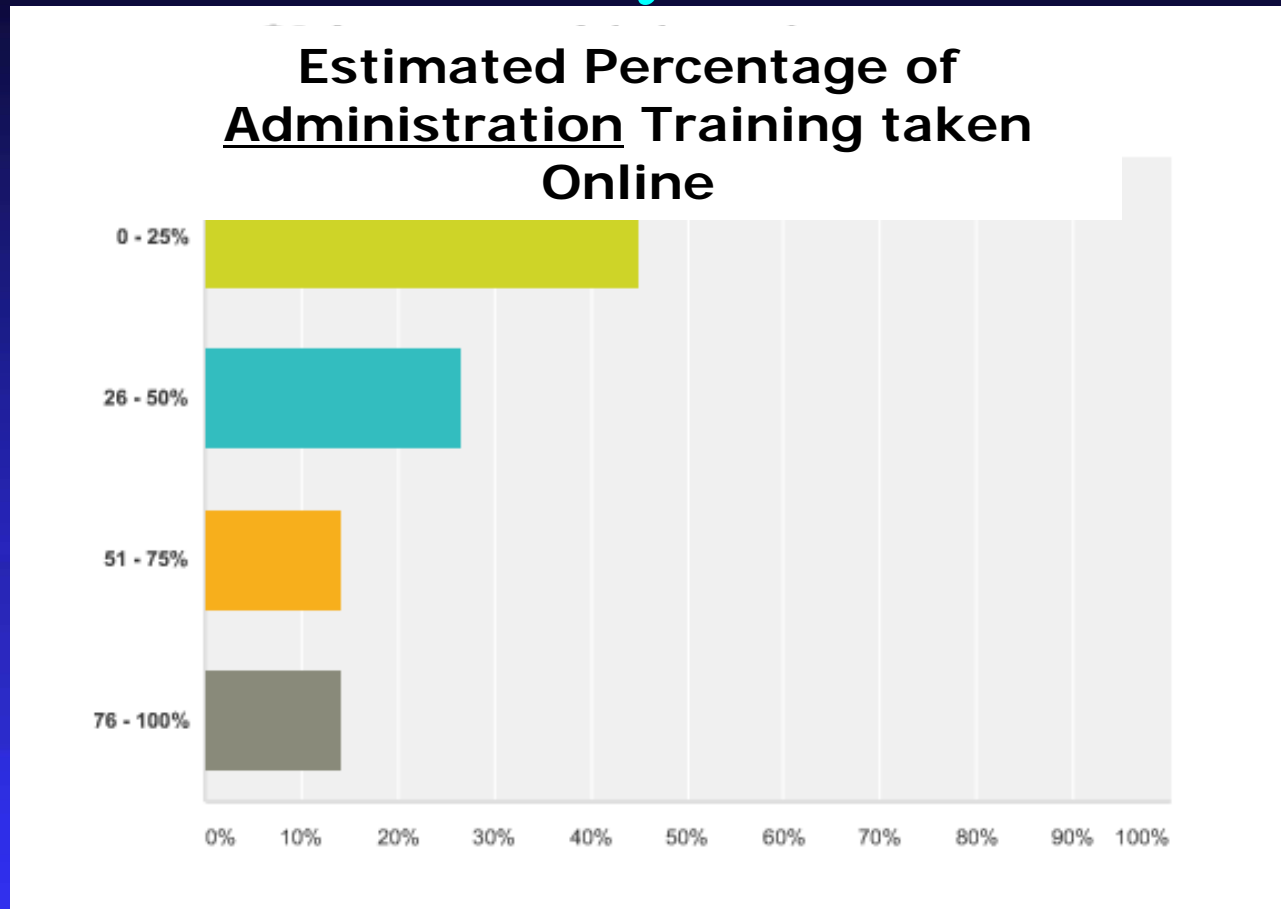


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# Results of those Surveyed



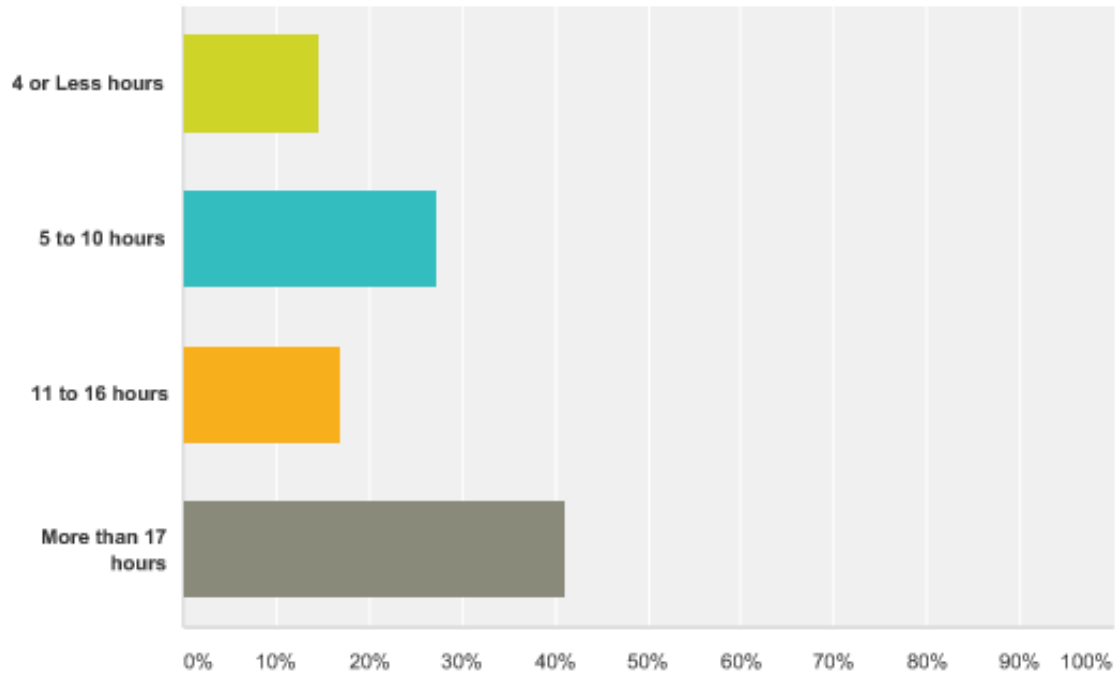
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# Results of those Surveyed

**Estimated Hours Owner/Mgrs  
Train Annually**



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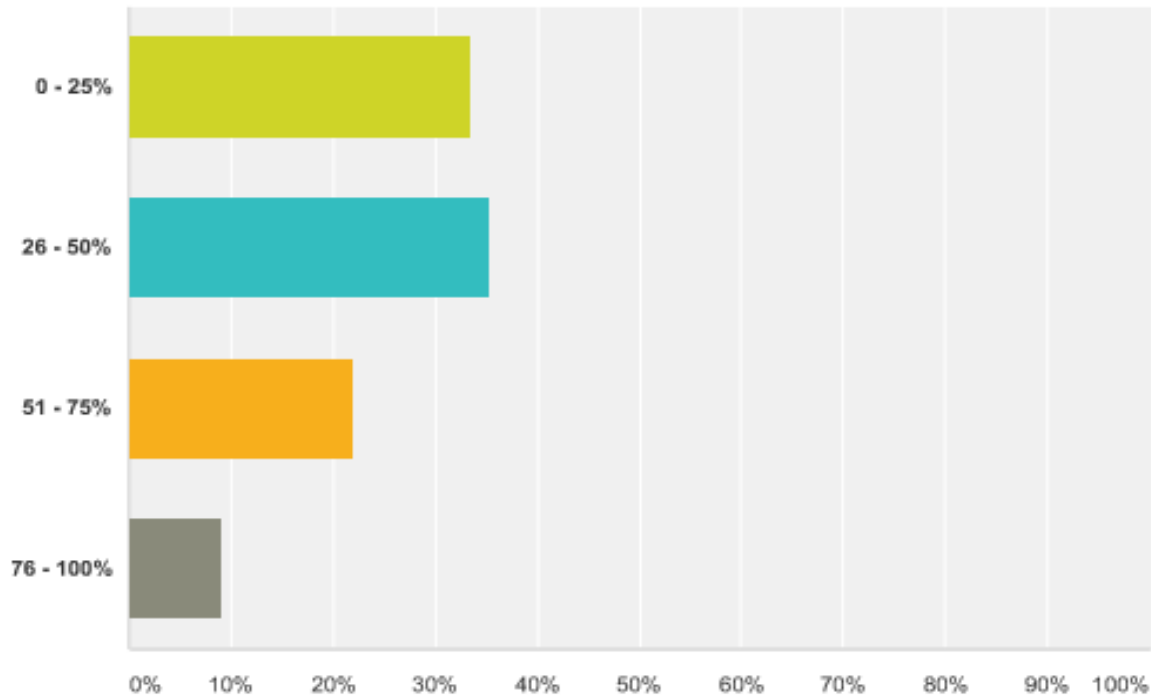
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# Results of those Surveyed

Estimated Percentage of  
Owner/Mgr Training taken Online

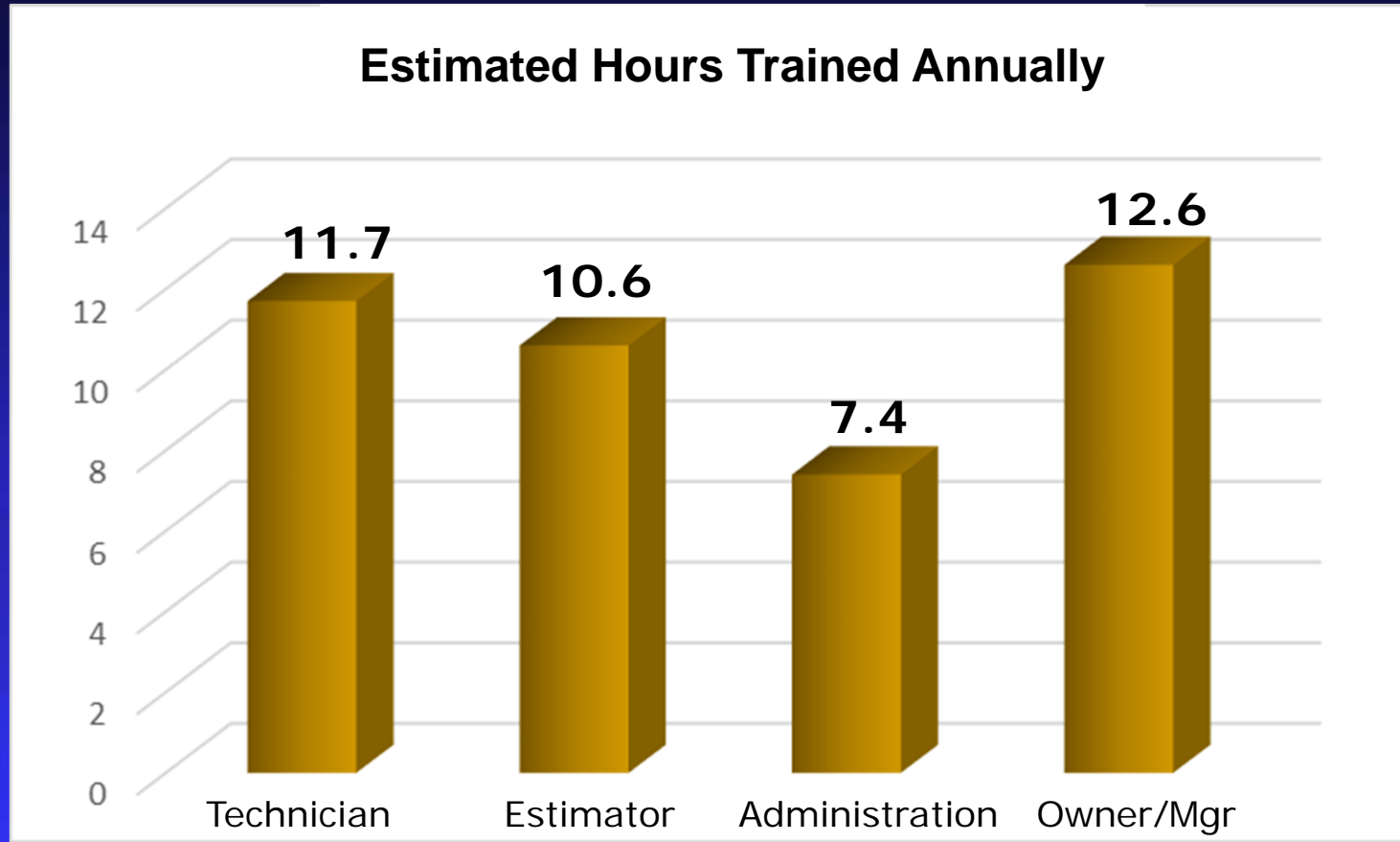


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# Results of those Surveyed

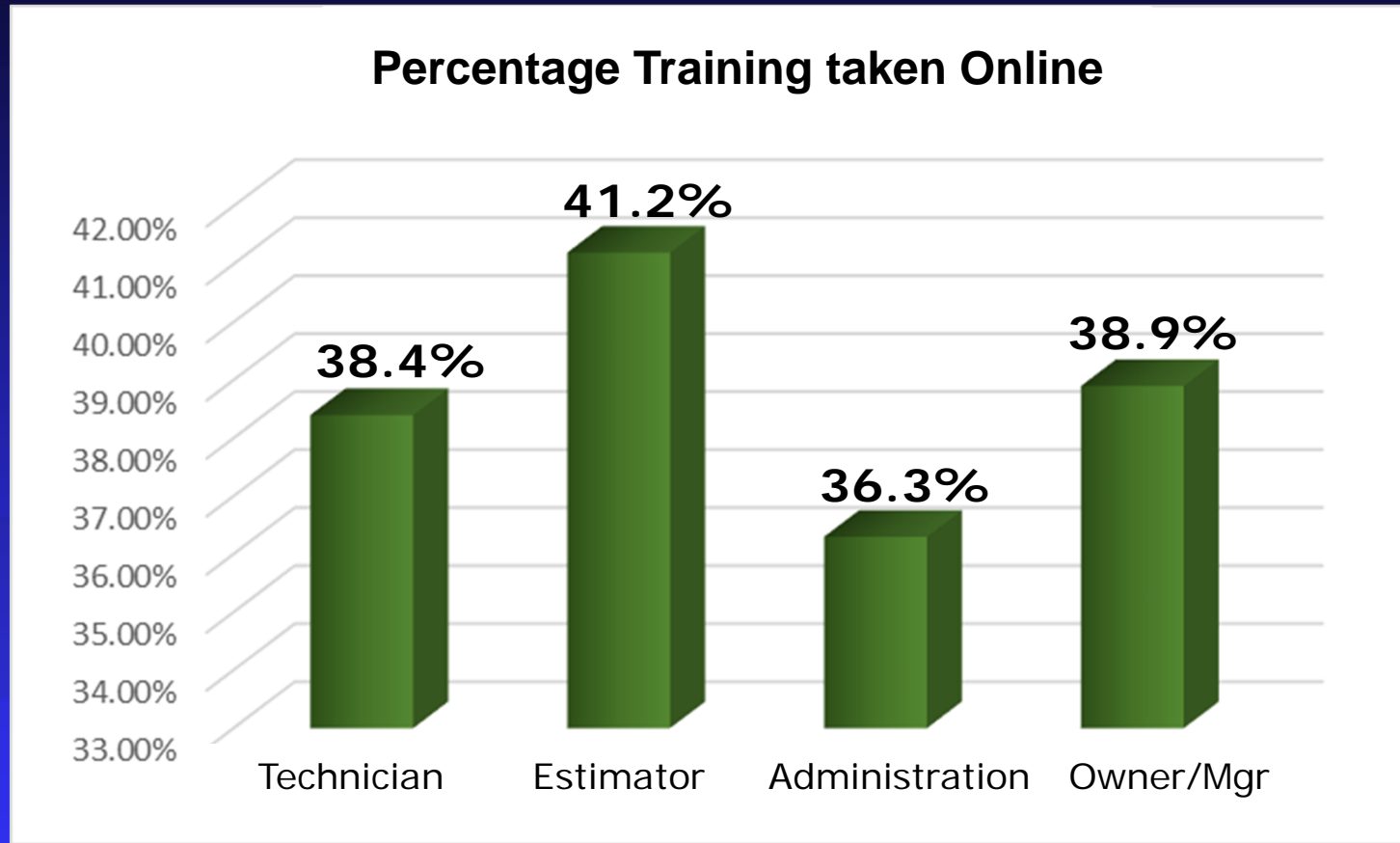


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# Results of those Surveyed



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# Next Steps

- Estimate how much annual training by role is the “right” amount
  - ◆ Determine if any gaps exist
- Determine how to connect with technicians and others to get direct feedback



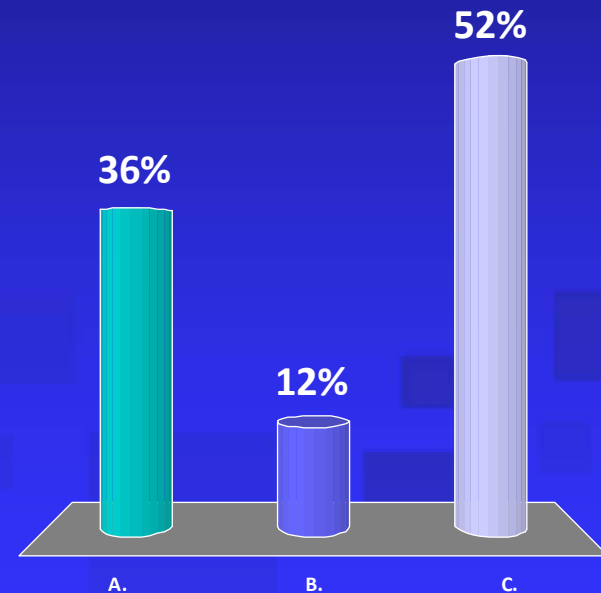
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# Do you believe survey results represent top 1/3 of collision repairers?

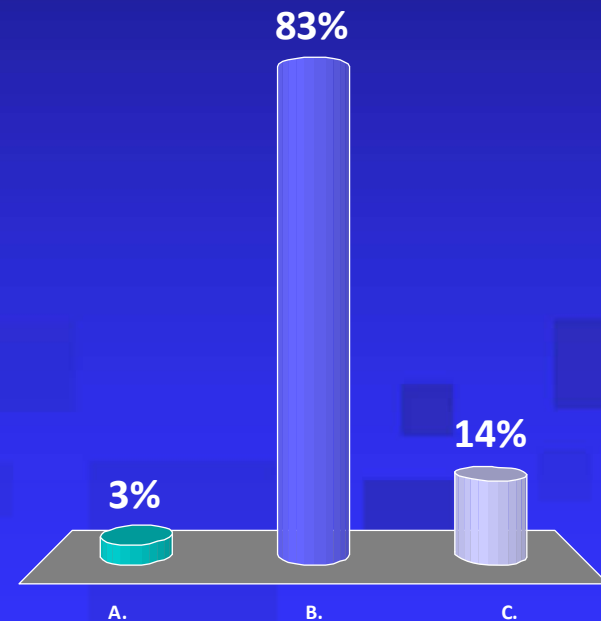
- A. Yes, that's about right
- B. More than 1/3 of repairers
- C. Less than 1/3 of repairers



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# Do you believe rest of repairers, not represented in survey results train:

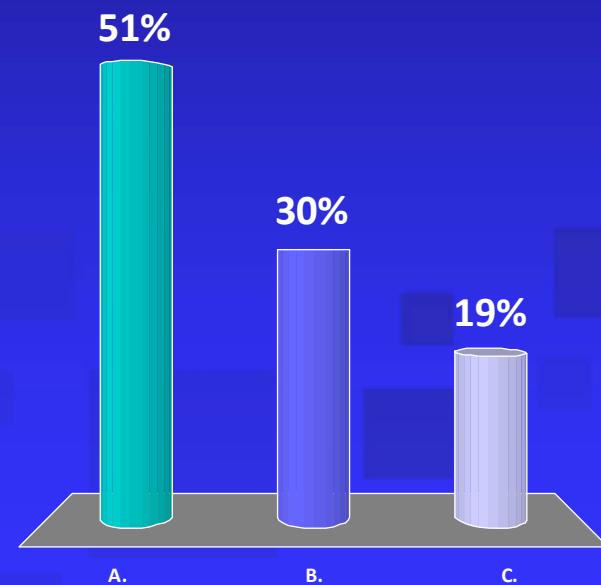
- A. More
- B. Less
- C. Same



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# Would identifying annual training hours needed by role support a complete and safe repair?

- A. Yes
- B. Not sure it would matter
- C. No



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# We need your help and support to:

- Gather more data
- Identify channels of communication with:
  - ◆ Technicians
  - ◆ Estimators
  - ◆ Administrative staff



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# Thank you



## Education & Training Committee

Thank you for participating today,  
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