



# **COLLISION INDUSTRY**

C O N F E R E N C E



## **Education & Training Committee**

Presented by:  
Gene Lopez  
Jeff Peevy

# Committee



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

# Two Task Forces



- TF1 – Survey shop personnel directly
- TF2 – Survey OEM/Paint Manufacturers & Others
- Continue to gather information
- Study results





# **COLLISION INDUSTRY**

## **C O N F E R E N C E**



# **Task Force One**

## **Presentation**

Gather the technician's perspective on the training they receive and take that information back to the collision industry training organizations.

# Current Admin/Tech Survey Results



- **12 Questions**
  - Name, State, Email
  - What Department: Admin, Body, Mech, Paint, Detail
  - Age and Number of Years in the Industry
  - What type of delivery: Live, Online, Virtual, Hands-On
  - Average Hours of Training Over Past 5 Years
  - From the Following: OE, Equip, Paint, I-CAR, AMi
  - Was Training Useful for Repairing Today's Vehicles
  - Would additional Training add value
  - How Valuable Would Specific Training be...



# Current Admin/Tech Survey Results



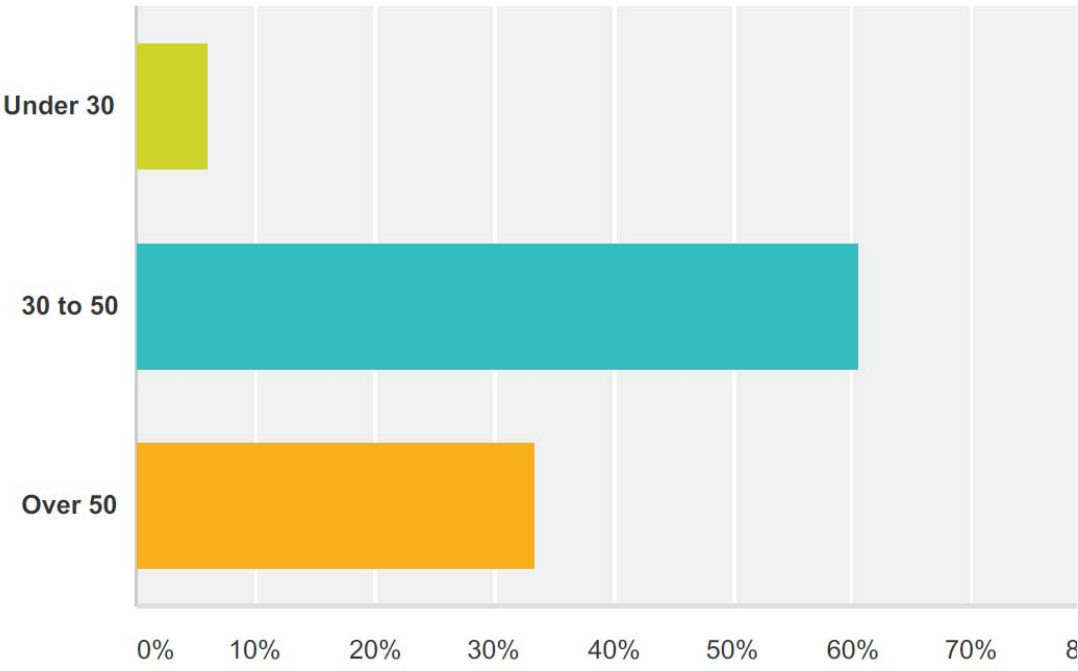
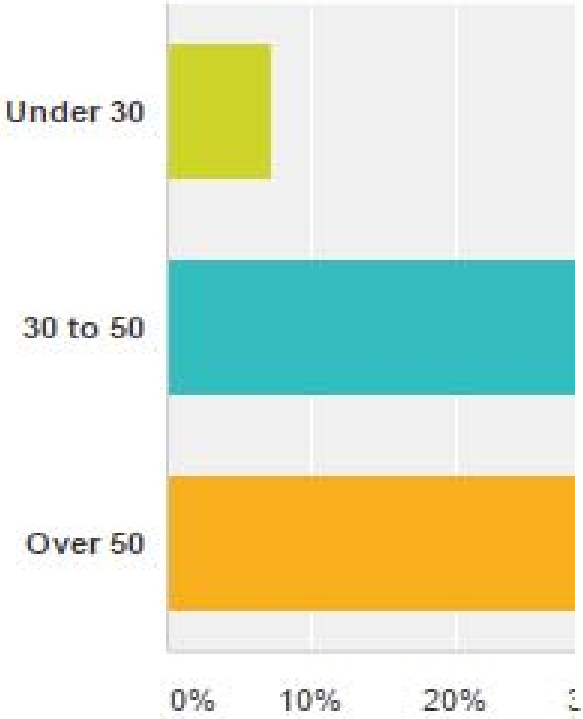
- 12 Questions...
  - What is the Most Important Reason You Don't Receive More...
  - Does Your Employer Require Training



# Current Admin/Tech Survey Results



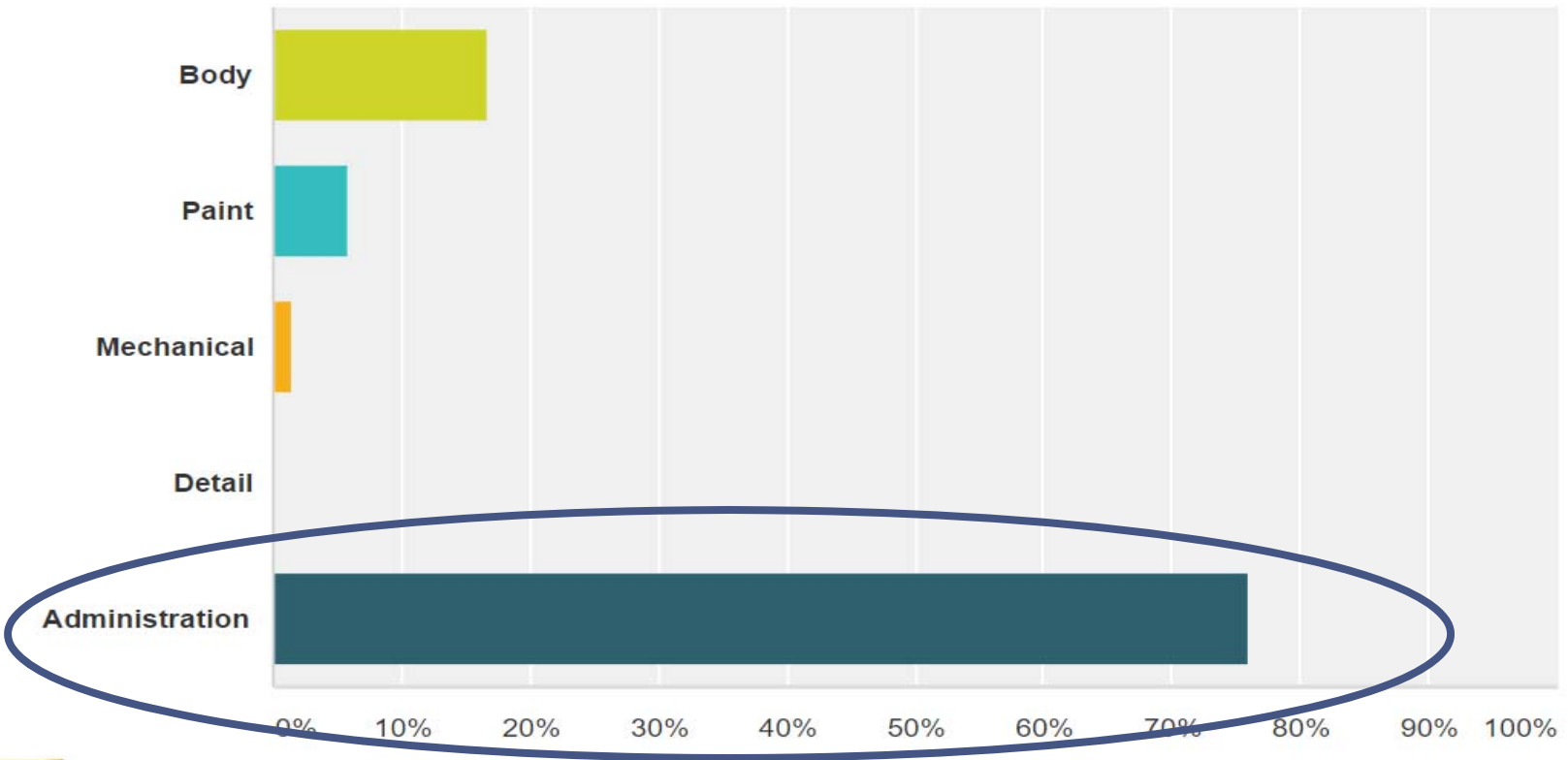
## What is your age?



# Current Admin/Tech Survey Results



## What department do you work in?

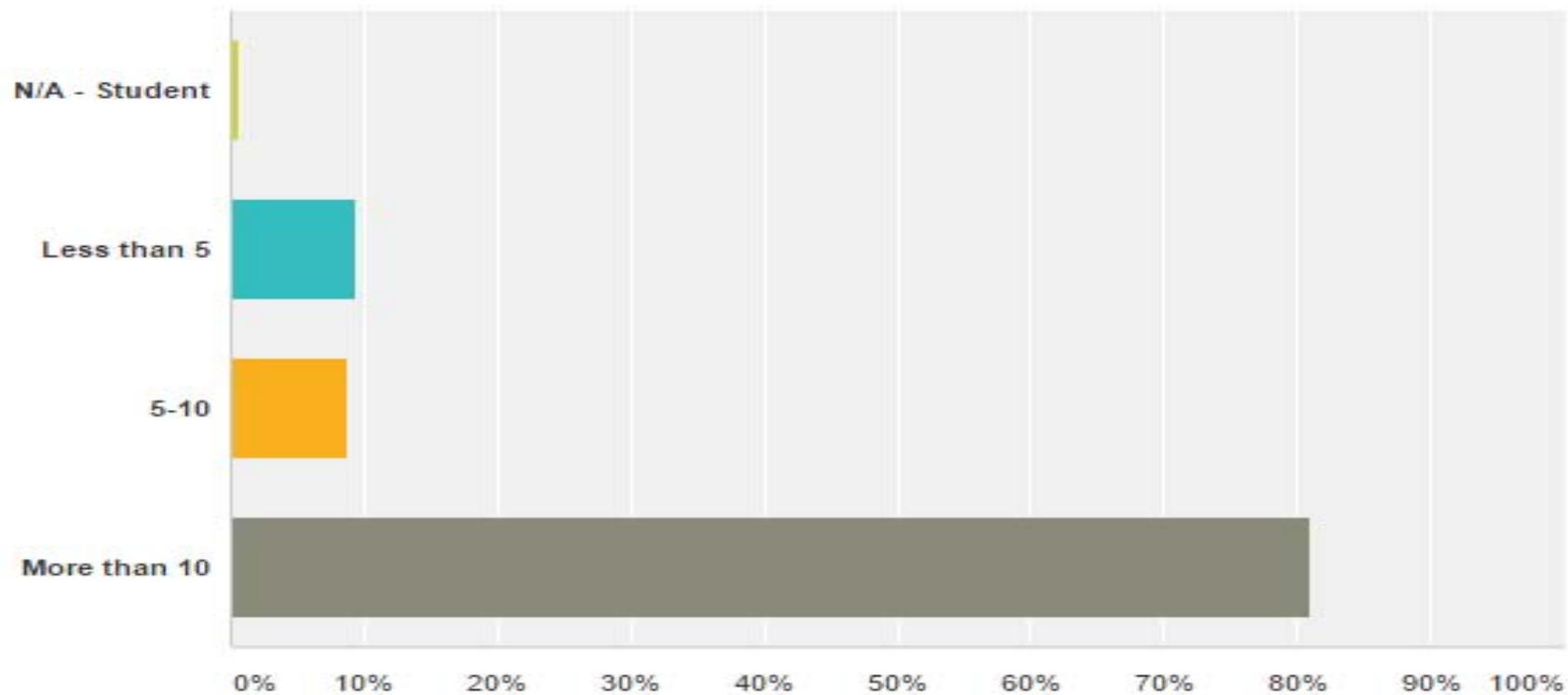




# Current Admin/Tech Survey Results



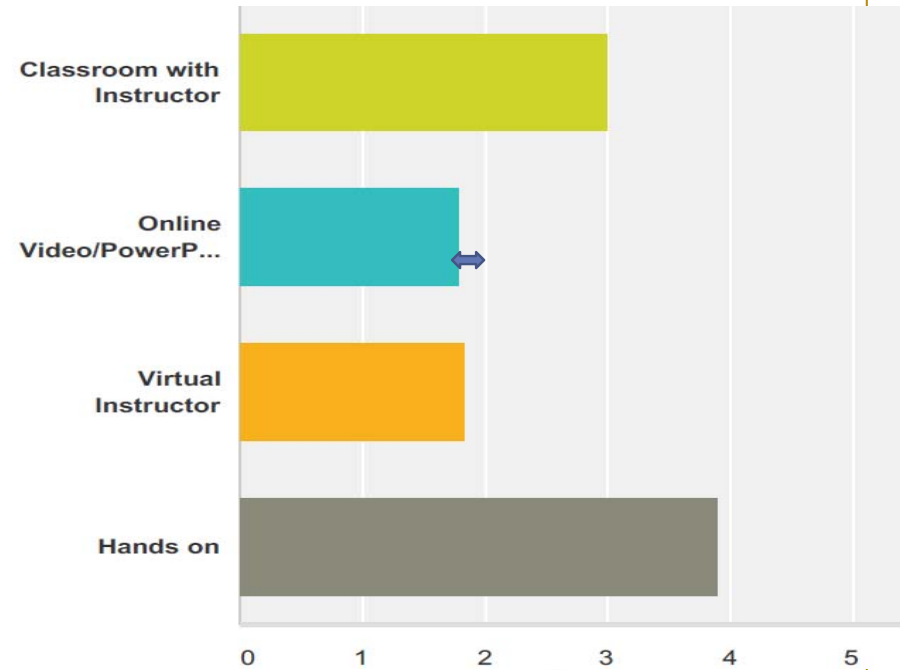
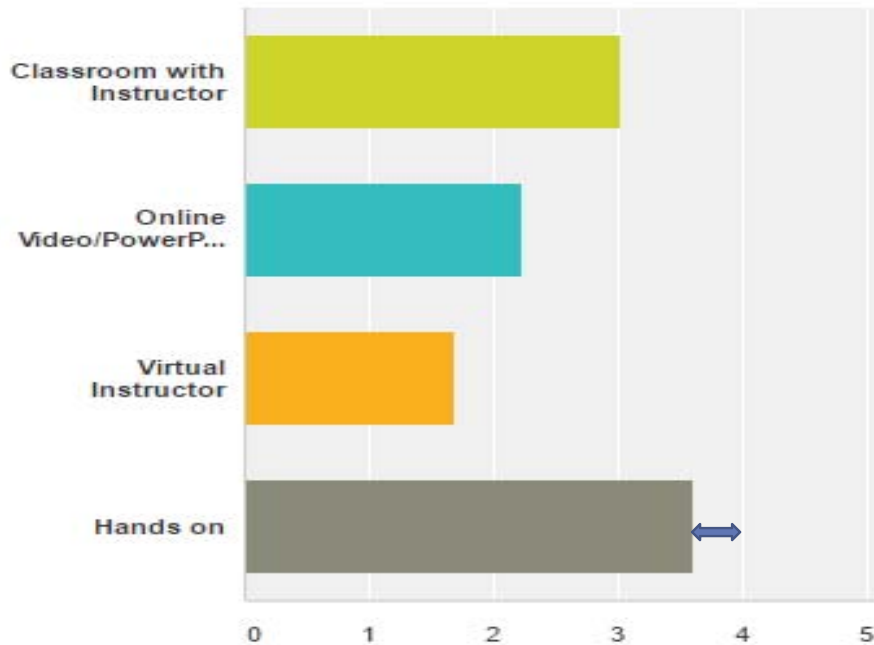
## How many years in the Collision Industry?



# Current Admin/Tech Survey Results



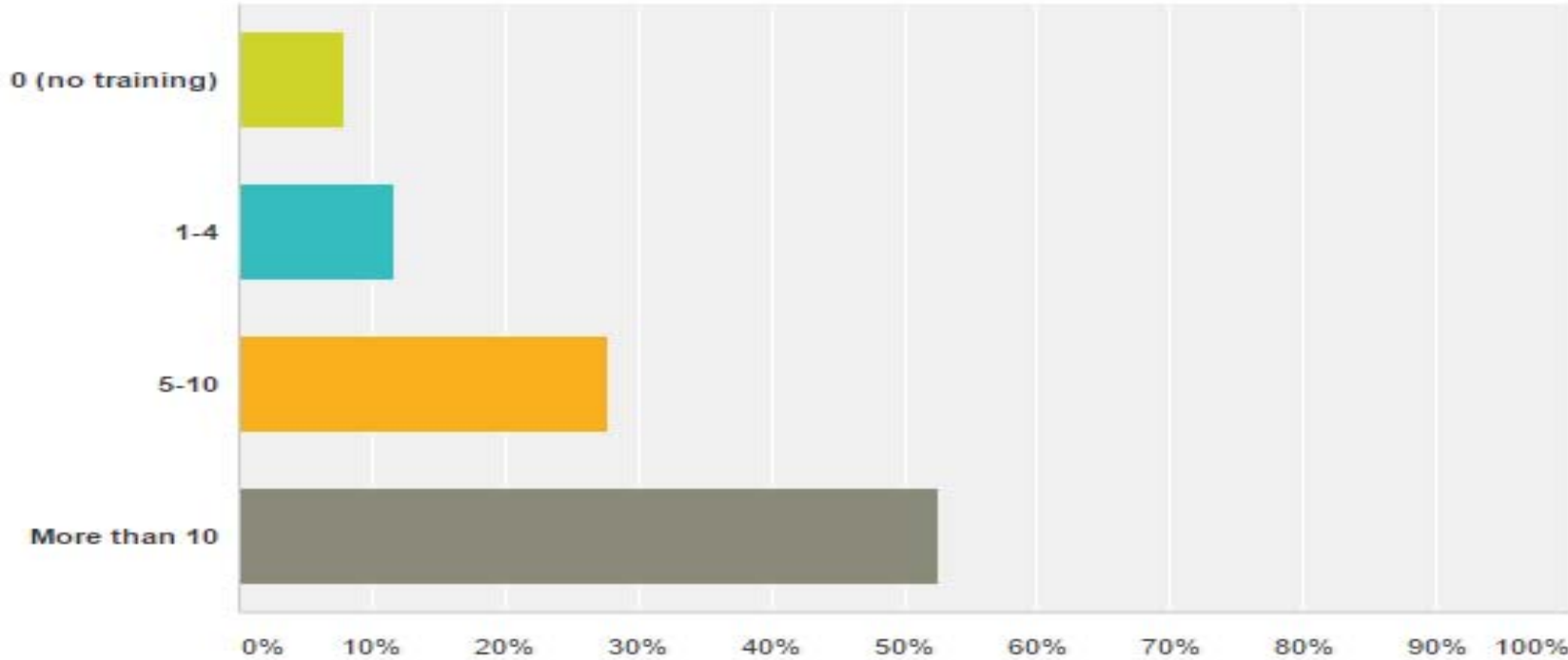
What type of learning delivery do you prefer?  
Ranked 4 -1 (4 is most valued. 1 least valued)



# Current Admin/Tech Survey Results



On average, over the past 5 years, how many hours of training have you completed annually?



# Current Admin/Tech Survey Results



Have you received training from the following? (rank)

	5 - Extremely Valuable	4	3	2	1 - No	Total	Weighted
					5 - Extremely Valuable	4	3
Vehicle Manufacturer	52.70% 39	Vehicle Manufacturer			47.83% 11	21.74% 5	13.04
Tool & Equipment Manufacturer	27.03% 20	Tool & Equipment Manufacturer			23.81% 5	23.81% 5	28.57
Paint & Material Manufacturer	44.74% 34	Paint & Material Manufacturer			30.00% 6	10.00% 2	20.00
I-CAR	53.54% 53	I-CAR			52.17% 12	8.70% 2	13.04
AMI	17.65% 9	AMI			7.69% 1	0.00% 0	23.08



# Current Admin/Tech Survey Results



How useful has the training benefitted you as it relates to the vehicles you work on...

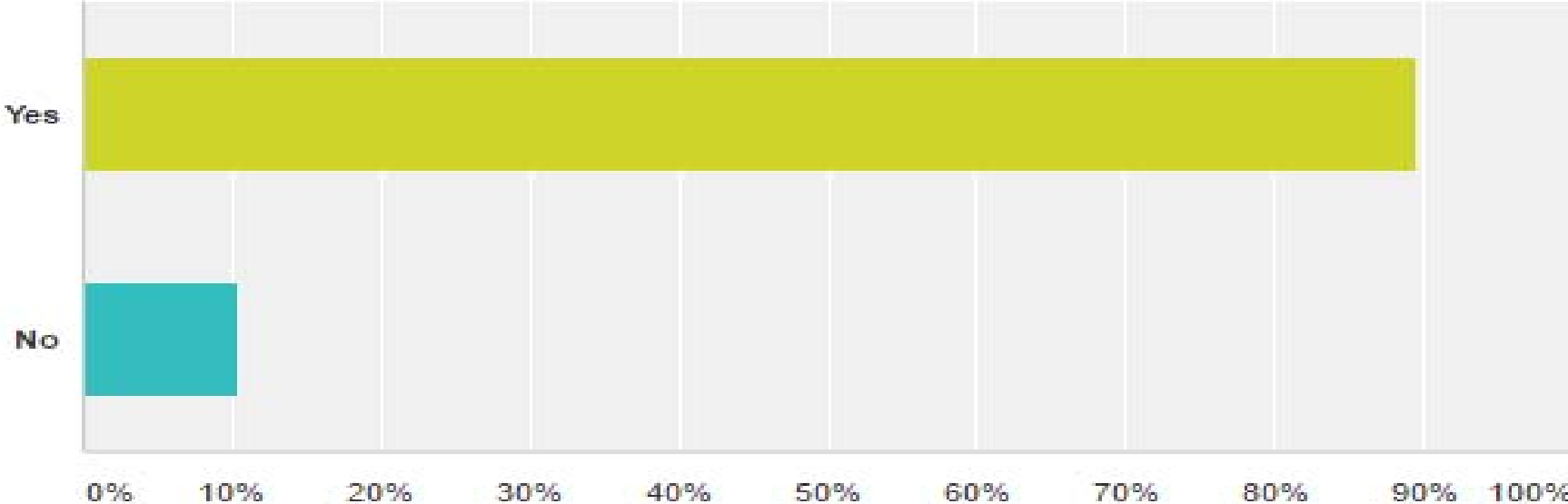
	5 - Extremely Useful	4	3	2	1 - Not Useful	Total	Weighted Average
(no label)	53.33% 56	23.81% 25	16.19% 17	1.90% 2	4.76% 5	105	4.19

	5 - Extremely Useful	4	3	2	1 - Not Useful	Total	Weighted Average
(no label)	61.54% 16	23.08% 6	7.69% 2	7.69% 2	0.00% 0	26	4.38

# Current Tech Survey Results



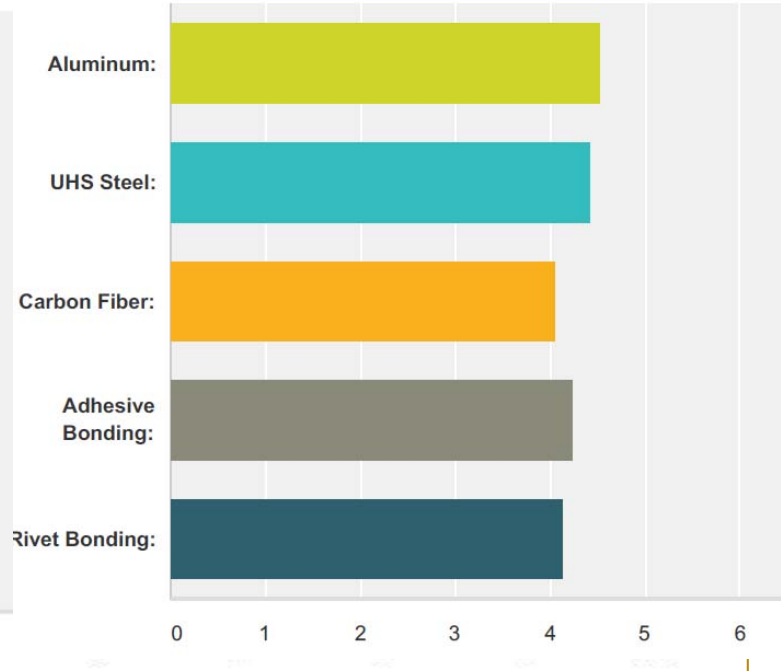
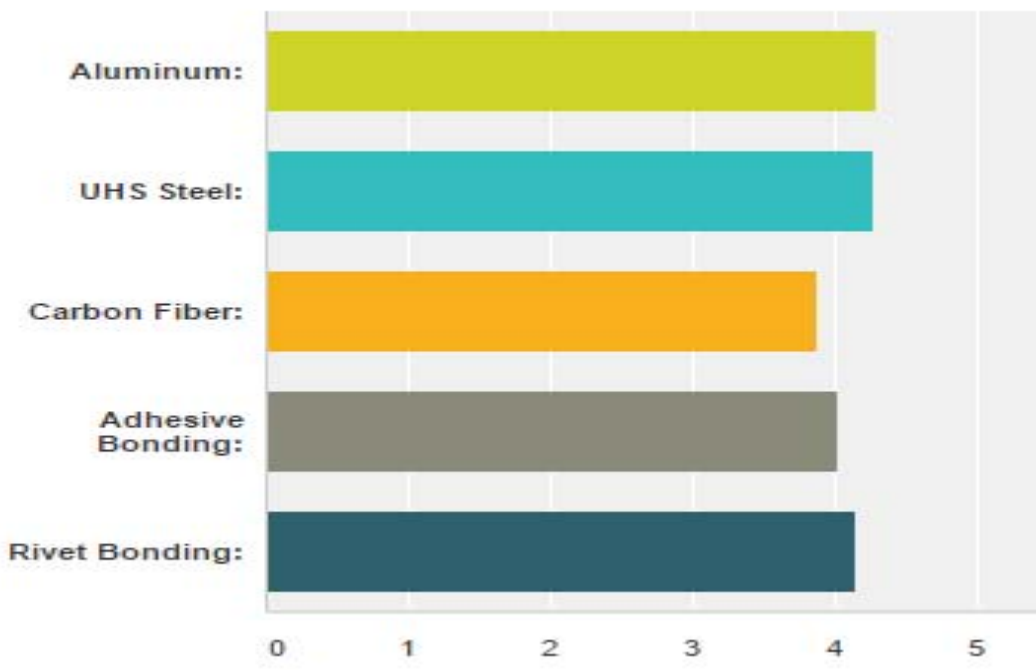
Do you believe you would benefit from additional training?



# Current Tech Survey Results



## How valuable would the following topics be to you?



# Current Tech Survey Results



What is the most important reason that you do not received more training?





# Key Takeaways



- ✓ More data is needed...**Please share the survey links**
- ✓ As we know, we have an aging population
- ✓ Hands-On and Classroom environments are preferred
- ✓ Most techs are only receiving about 11 annual hours
- ✓ I-CAR, OEM and Paint Manufacturer training rank top
- ✓ Current training is useful on late model vehicles
- ✓ Training on new mat'l and processes is being requested
- ✓ Training may not be available in some markets

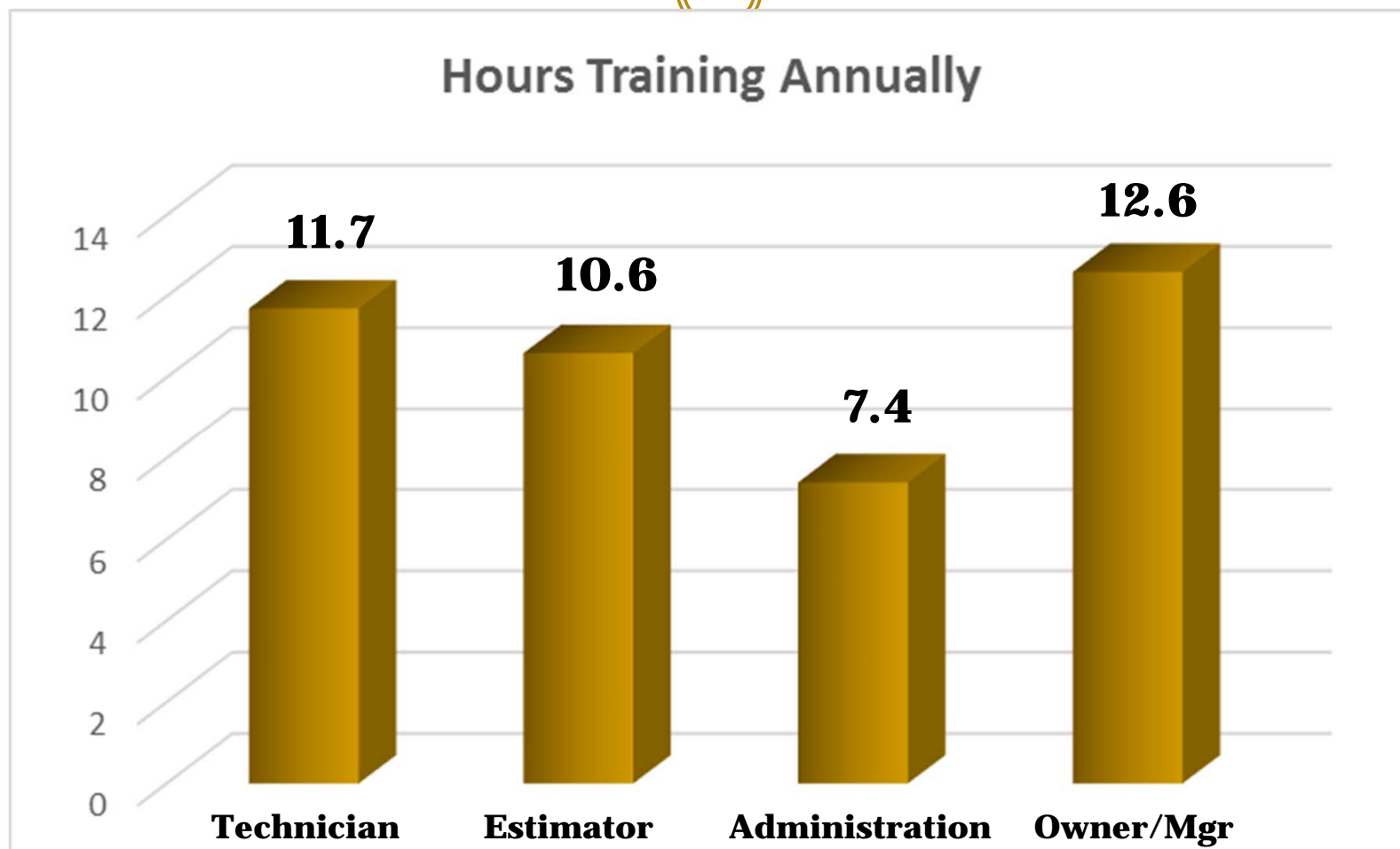


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**Task Force Two**  
**Presentation**

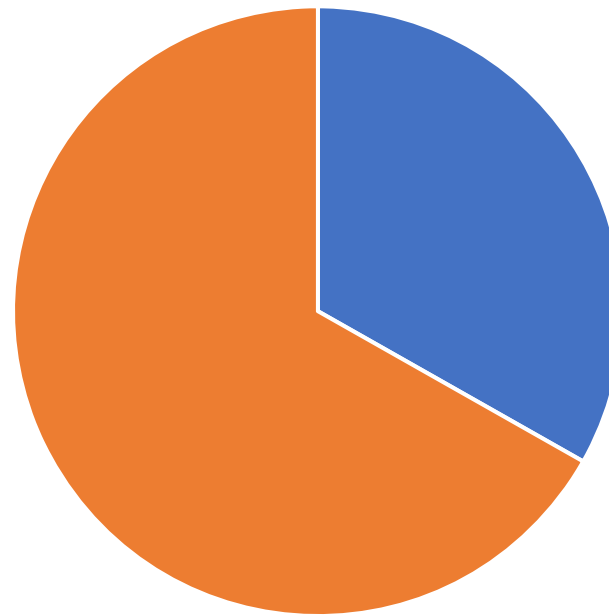
# Past Survey Results



# Past Survey Results



- We concluded only represented top 1/3 of industry
- You agreed



■ Consistently Training    ■ Not Consistently Training



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# The Next Steps



- **Poll**
  - Vehicle Manufacturers
  - Paint Companies
  - Others



# The Next Steps

- **Poll**

- Car Manufacturers
- Paint Companies
- Others

**How Much Training is  
Needed**

**VS**

**How Much Training is  
Taken**



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**This is what we have so far**

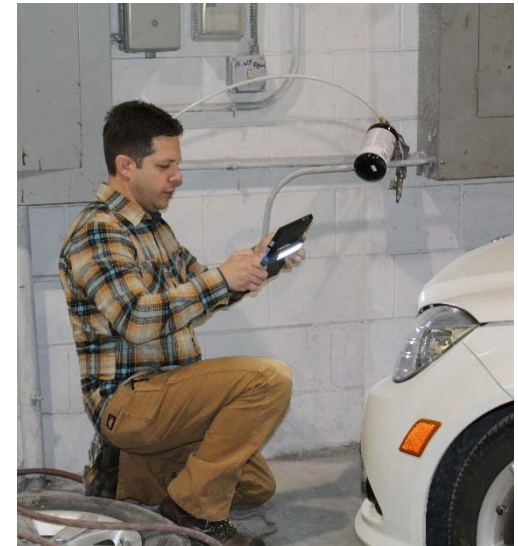


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# Technician/Estimator Profile



- **Average Technician and Estimator**
  - Basic Knowledge & Skills for role
  - 7 years experience or more
  - 4 hours of training annually for past seven years



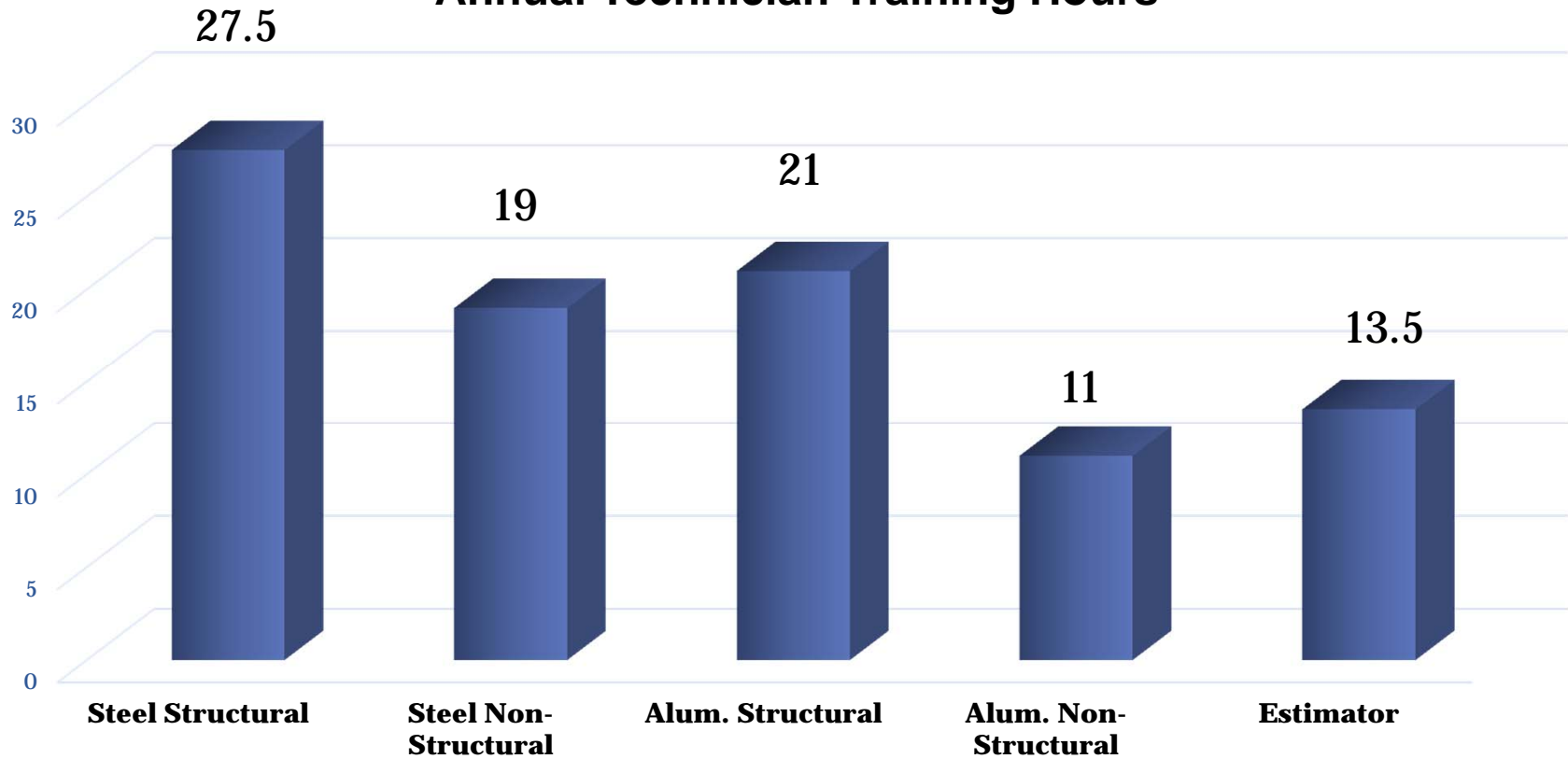
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# Domestic Vehicle Manufacturers



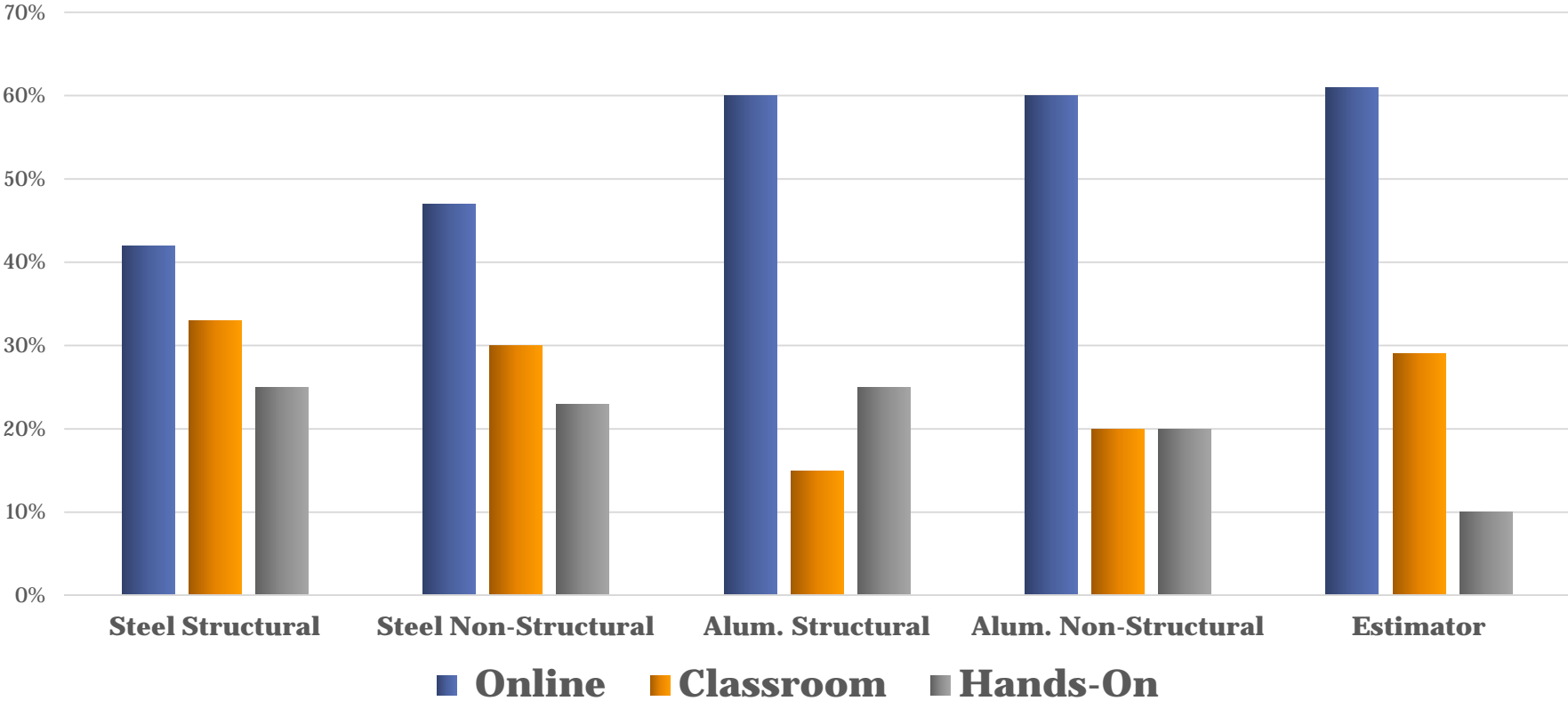
## Annual Technician Training Hours



# Domestic Vehicle Manufacturers



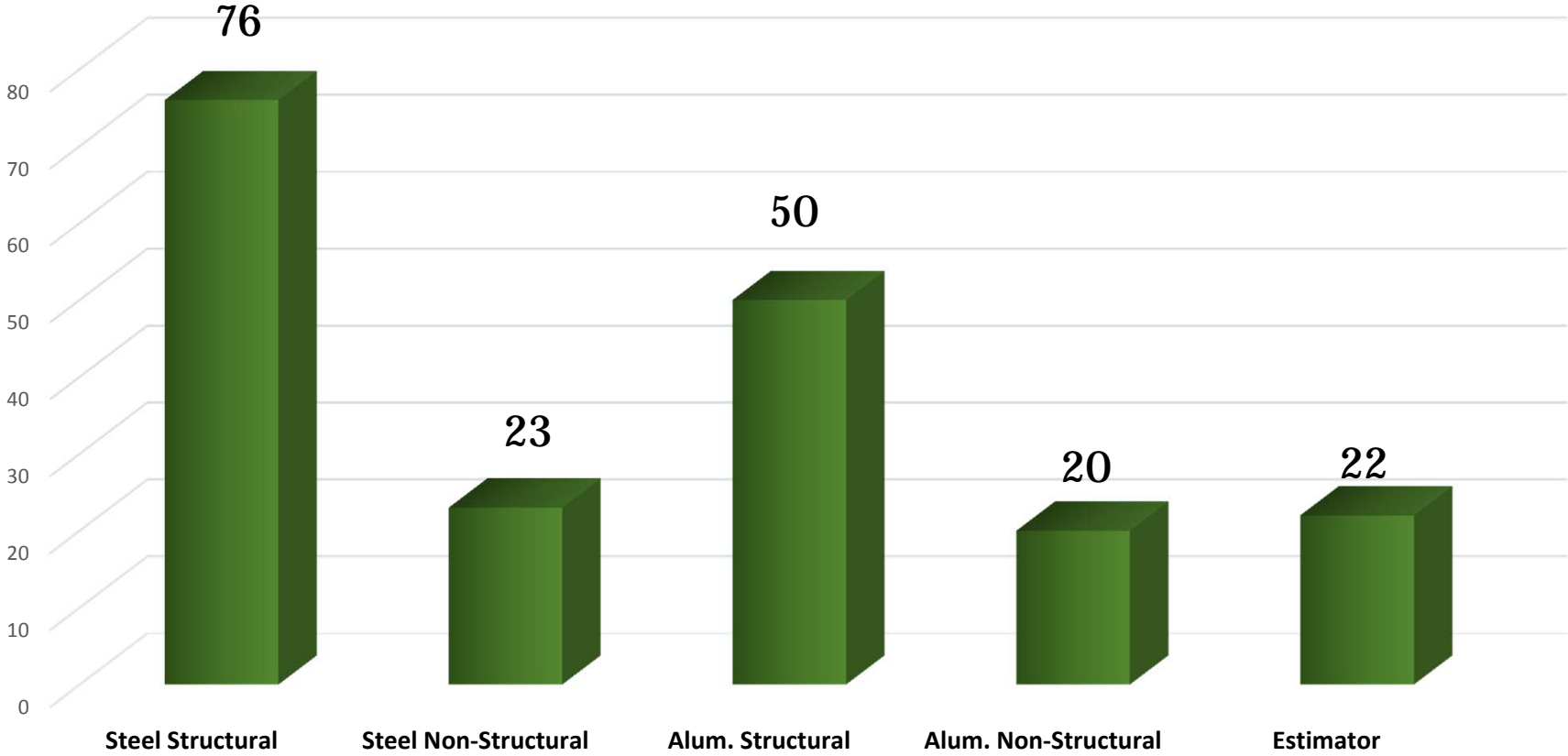
## Training Delivery Type Percentages



# European Vehicle Manufacturers



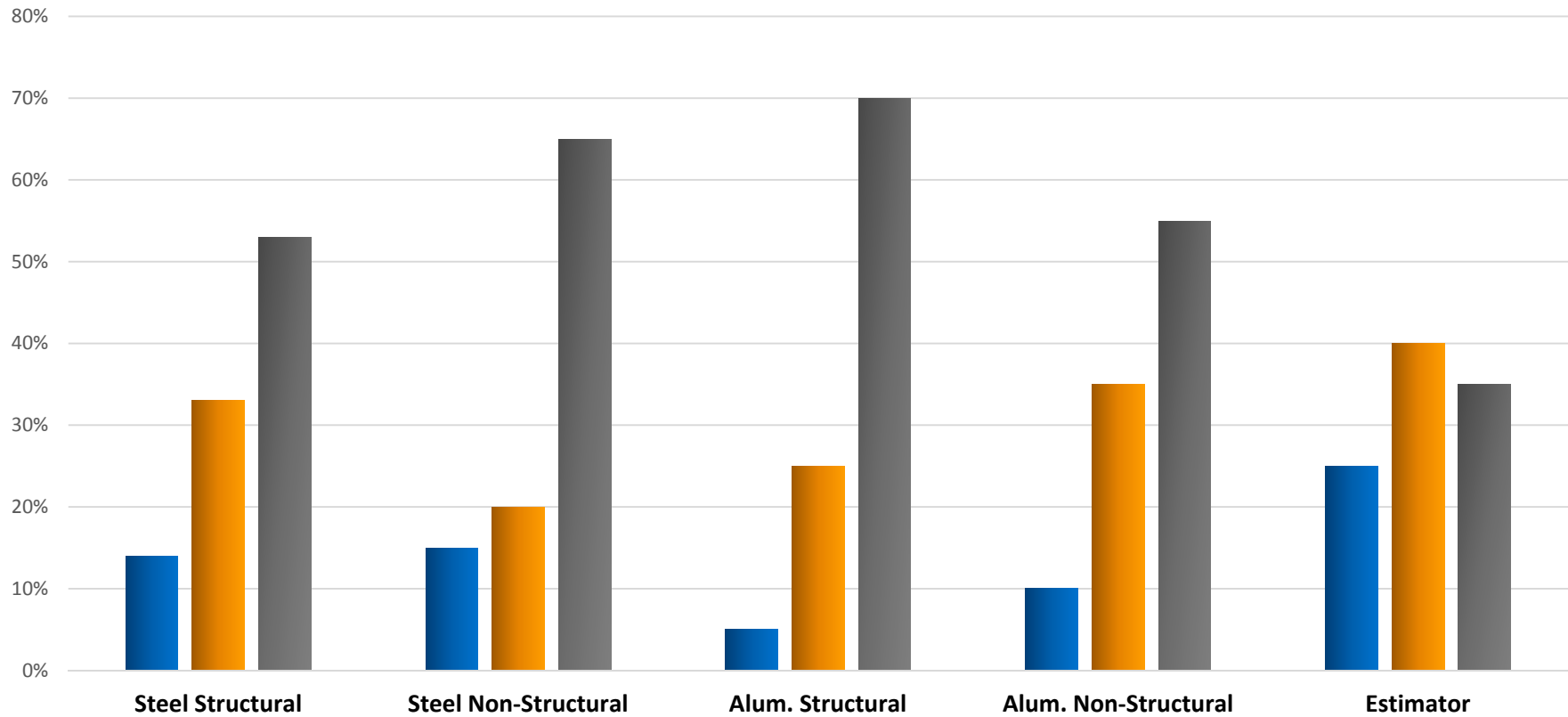
Annual Technician Training Hours



# European Vehicle Manufacturers



## Training Delivery Type Percentages



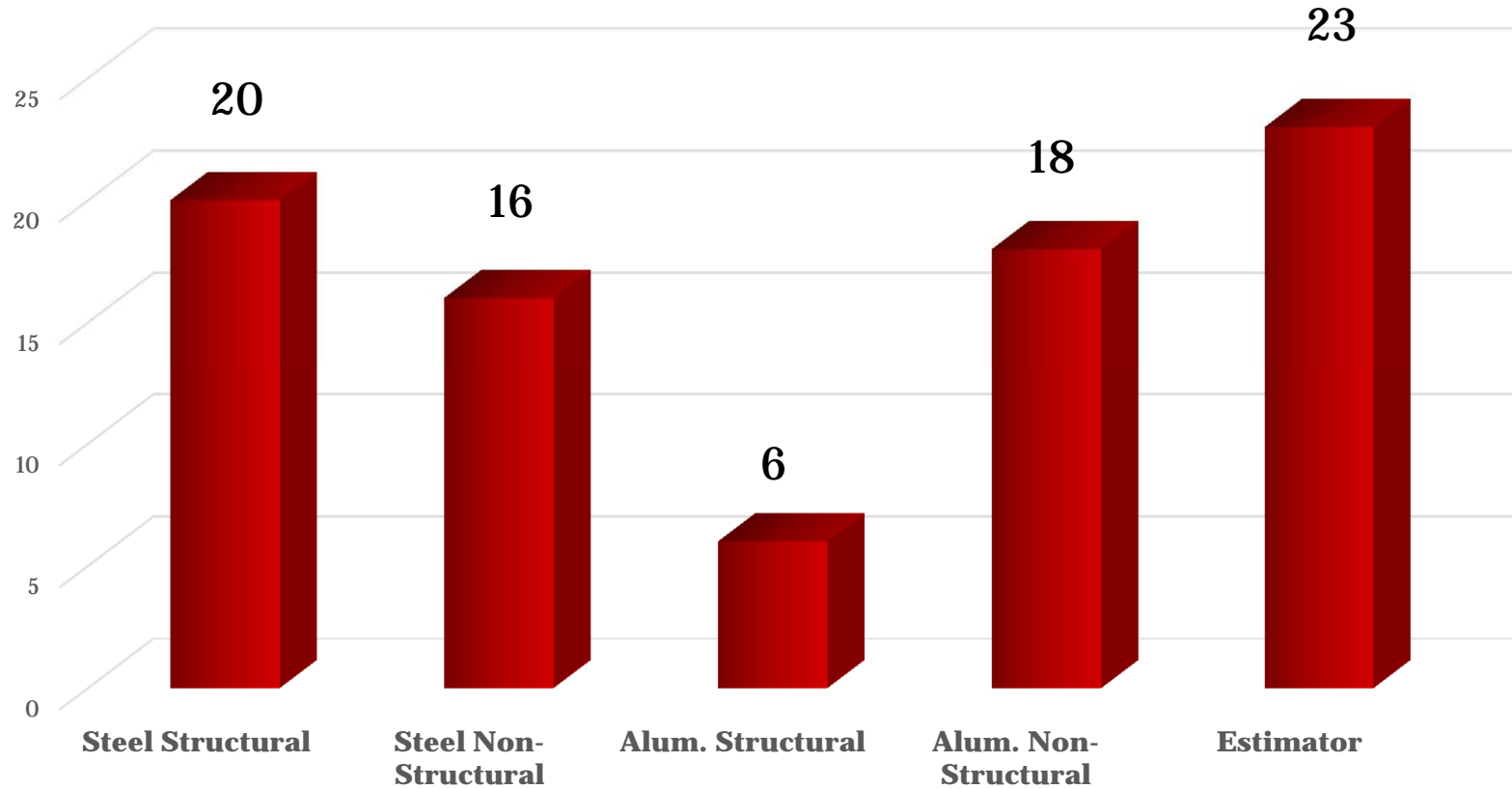
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■ Online ■ Classroom ■ Hands-On

# Asian Vehicle Manufacturers



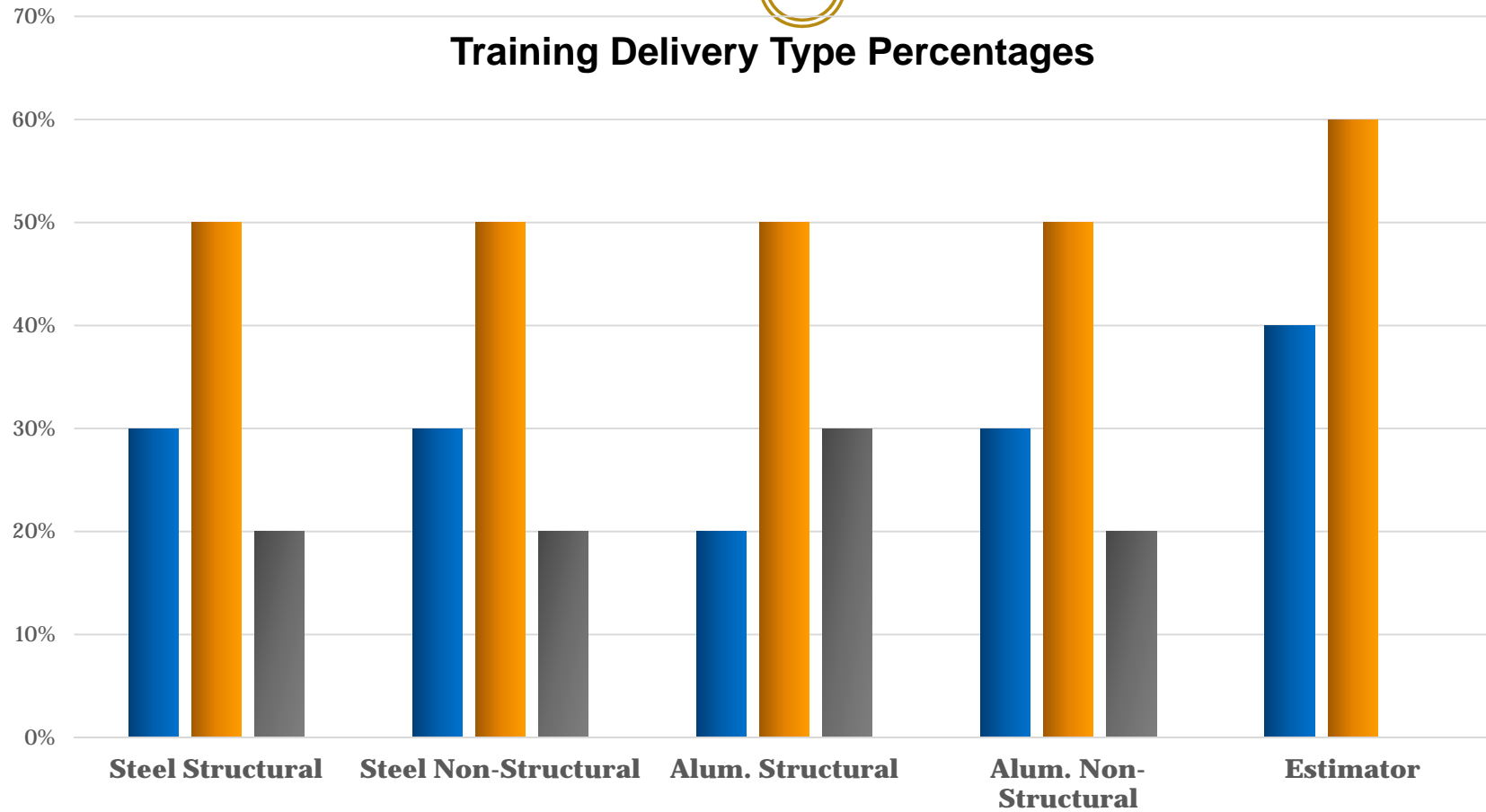
## Annual Technician Training Hours



# Asian Vehicle Manufacturers



Training Delivery Type Percentages



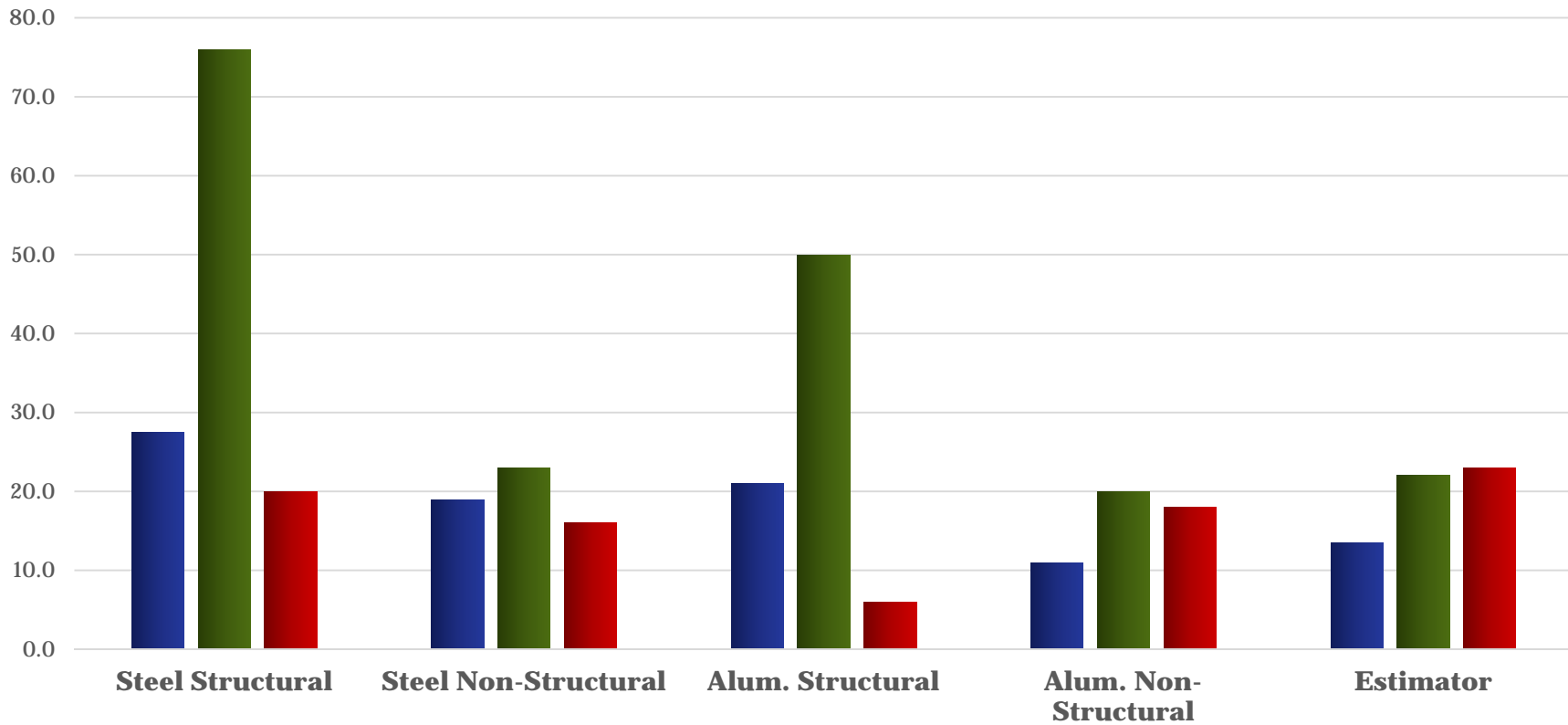
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■ Online ■ Classroom ■ Hands-On

# Vehicle Manufacturers



## Annual Technician Training Hours



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■ Domestic ■ European ■ Asian

# Refinish Technician Profile



- 5 or more years of experience
  - Basic knowledge/skills required
  - 4 hours of training annually, past 5 years





# Refinish Technician



## Refinish Technician Annual Training Hours

- 24 hours
  - 18% Online
  - 21% Classroom
  - 61% Hands-on



# Potential Gap

**“Body Tech”  
Steel Structural  
Non-Structural**

**Domestic/Asian**

**Top 1/3 Training  
11.7 hours annually**

**At a minimum  
Train Annually  
Domestic – 27.5  
Asian – 20  
Total 47.5**

**Top 1/3  
30 Hour  
Gap  
Annually**



# OEM – Next Steps



- Thank you
- Keep the thought process & conversation going



# Thank you!



- And thank you to our committee members for their time, and the time their teams gave us.
- A special thank you to Fred Iantorno and his team.
- English survey link:  
<https://www.surveymonkey.com/r/BodyShopSurveys>
- Spanish survey link:  
<https://es.surveymonkey.com/r/5SL7RVB>

