

Cycle Time Halifax 2004

Mandate Topic: To poll all stakeholders to help define the various definitions of Cycle Time measurements.

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- Key Benefits:**
- 1: Heightened awareness of the importance of Cycle time.
 - 2: Observation that both the Repairers and Insurers are not that far apart on their perceptions of Cycle Time measurement.
 - 3: Both groups also see the same impediments.
 - 4: Measurement deficiencies have been identified.
 - 5: Realization that everybody is accountable for Cycle Time. (Insurer, Suppliers, Repairer & Customer)

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Difficulties: 1: What is Cycle Time? We need a better definition.

2: What actions impact upon Cycle Time.

3: Who is responsible for these actions and what are the ramifications of them?

4: Are there different timelines contained in the Cycle Time of a given repair.

5: What is the measurement? (.3 method, Keys to Keys, Claim start to finish, DOL to DEL.)

6: No two repairs are the same.

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Brainstorming: 1: Mandate “Best Practices” to bring forward concepts to improve Cycle Time.

2: Adoption of “Best Practices” is a win for both the Repairers and the Insurers.

3: Common goal of all stakeholders.

4: Develop list of benefits for various stakeholders.

5: Discover the variables that affect Cycle Time and look for solutions that can incrementally reduce Cycle Time. (Adjusting, Estimating, Parts, Sublet, Etc.)

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Actions: 1: Define the various Cycle Time measurements.

2: Position Paper on Cycle Time may have multiple valid Cycle Time measurements and whom each one may affect.

3: Timeline Graph from Accident Occurrence to the customer receiving their car back.

4: Define and determine the accountability of each stakeholder for the various Sub-Timelines.

5: What tools are currently available for the above stakeholders to assist with driving down their Cycle Times.