

# CCIF – Cycle Time Committee

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Canadian Collision Industry Forum

Toronto, Ontario

# *Committee Members*

- Ken Friesen, Concours Collision
- Tony Canade, Oaktown Collision
- Bob Dubreuil, Akzo Nobel
- Paul McFarlane, The Boyd Group
- Mark Bonsor, Dupont
- Nuell Carrothers, Fix Auto
- Peter Burnham, Summit Software
- Wayne Riley, Aviva Canada
- Neil Anderson, Anderson Consulting
- Tom Bissonnette, Parr Auto Body
- Colson Cole, Trinity Collision

# Halifax Meeting – June 2004

**Action:**

***“Create an events line from accident occurrence through to insurance file close”***

# Quebec Meeting - Oct. 2004

## Event Line:

- Report Claim
- Pre Administration
- Damage Analysis
- Parts Management
- Scheduling
- Production
- Post Administration

# **Breakout Group Action**

## **Damage Analysis**

- **DRP**
- **Insurance Non DRP**
- **Customer Pay (C/P)**
- **Fleet**
- **Public Insurance**

# Insurance Corporation of British Columbia

- Historical Processes
- Current Processes

# ICBC - Historical

## **Drivable:**

- Contact Telephone Claims Center
- Make an Appointment for an Estimate
- Bring Vehicle to Claim Center
- ICBC Provides Original Estimate

# ICBC - Historical

- Drive to Shop – make appointment
- Shop orders parts
- Car arrives and is torn down
- Supplement is written

# ICBC - Historical

- ICBC is contacted
- Shop waits for adjuster / approvals
- Additional damage found – repeat process
- Vehicle is fixed and returned to customer

# ICBC - Historical

## **Non – Drivable**

- Phone Telephone Claims to make an appointment
- Go to claims center to report accident detail
- Decide on shop to repair vehicle and make contact
- Vehicle towed to ICBC for estimate

# ICBC - Historical

- Vehicle towed to shop with estimate
- Shop orders parts – performs teardown
- Shop contacts ICBC for supplement
- More damage found = more supplements

# ICBC - Historical

- In both of these scenarios there was considerable time wasted before the shop could actually repair the vehicle. Shops on average needed to have about 4 to 6 vehicles per tech if they were to achieve any hours for production

# ICBC - Express

## **Drivable**

- Phone Telephone Claims to report accident
- If express qualified go directly to an express shop
- Shop books appointment to repair vehicle

# ICBC - Express

- Shop writes estimate
- Uploads to ICBC with necessary documentation
- Shop repairs vehicle

# ICBC - Express

- Virtually no supplements with the exception of parts price changes
- Shop sends in final bill

# ICBC - Express

## **Non - Drivable**

- Phone Telephone Claims to report accident
- If express qualified, pick a shop
- Shop does tear down and submits estimate
- Shop repairs vehicle
- Sends in final bill

# DAMAGE ANALYSIS

**“ We need to Slow Down so that  
we can Hurry Up”**

# Damage Analysis

- The Appraisal forms the Foundation of our Business (Tenders – RFP)
- Detailed and Accurate Damage Analysis should be Fundamental Business Practice
- There is an overwhelming need for the successful collision repair facility to apply a greater focus on accurate and complete damage analysis

# Traditional Model

- Incident or Occurrence
- Customer Contact (customer calls or facility contacts customer – RFA)
- Appointment Arranged
- Customer Arrives
- CSR provides the Obligatory Preliminary Appraisal (OPA)
- Customer often proceeds to gather additional Obligatory Preliminary

# Obligatory Preliminary Appraisals (OPA)

- Initial Damage Appraisals
- Often Incomplete and Inaccurate
- Cursory view of damage and repair procedure
- Often the basis by which initial parts are ordered
- Often the basis by which initial production is scheduled
- Often our Starting Point (Right or Wrong)

# “What If” Model

- Detailed and Accurate Damage Analysis
- We Actually Slow Down to Hurry Up
- “Pit Crew”
- “Blue Printing”
- Concise Damage Assessments
- Complete and Accurate Vehicle Information
- Accurate Damage Analysis leads to Accurate Production Scheduling which

# Eventually We Get It Right

- Eventually we Accurately and Completely Assess the Damage – that is at some point during the repair process
- Key to reducing Cycle Time is to continually find ways to shorten the time from the Damage Analysis to the point where we “Eventually Get It Right”

# Real Life Alternative

## **Repair Planning Goal**

- 100% Accurate repair plan
- 100% Accurate Parts order
- Receive 100% of the parts
- Mirror match every part
- Structural Alignment





“THANK YOU FOR YOUR  
TIME!!”

Please join us in our Breakout  
Session this Afternoon!!