



# CCIF Cycle Time Committee

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April 16, 2005

Canadian Collision Industry Forum

Vancouver, British Columbia



# *Committee Members*

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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

# Halifax Meeting – June 2004



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## **Action:**

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

# Quebec Presentation - Oct. 2004



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## **Event Line:**

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



# Quebec Action Item

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## Damage Analysis

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

# Toronto Presentation

## Jan. 2005

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- ICBC Historical Processes
- ICBC Current Process (Express)
- At some point during the repair we accurately and completely assess the damage!
- Blueprinting
- Pit crew
- Repair Planning



# Toronto Meeting – January 2005

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## **Action Item:**

***“Define the most common damage analysis scenario’s and proceduralize them in a detailed format.”***



# Damage Analysis the next Level: Position Paper (Draft)

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## Three Main Areas:

- Administration
- Damage Report
- Parts Ordering



# Damage Analysis the next Level: Position Paper (Draft)

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## **A. Administration**

### **Vehicle**

1. Ensure Correct VIN number
2. Ensure Correct Make Model & Year
3. Ensure Correct Paint & Interior Codes Recorded
4. Ensure Correct Mileage Recorded



# Damage Analysis the next Level: Position Paper (Draft)

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## **A. Administration**

### **Insurance**

1. Record Claim Number
2. Record Policy Number
3. Record Adjusters & Company Name



# Damage Analysis the next Level: Position Paper (Draft)

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## **A. Administration**

### **Customer**

1. Obtain Complete Customer information
2. Perform Pre-Damage Analysis Customer/Vehicle Questionnaire



# Damage Analysis the next Level: Position Paper (Draft)

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## **B. Preparing the Damage Report**

1. Dismantle Vehicle 100% Upfront
2. Make all Repair/Refinishing decisions  
(Repair/Replace, OEM/AM/Recycled, Blends, Etc.)
3. Remove all Parts/Trim Required for  
Repair/Refinish
4. Perform all Structural/Sheet Metal Pulling to Make  
Repair Replace Decisions
5. Determine all Mechanical & Sublet Operations



# Damage Analysis the next Level: Position Paper (Draft)

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## **C. Parts Ordering**

1. Order 100% of Parts Once
2. Receive all Parts Before Commencing Repairs
3. Mirror Match all Parts Immediately Upon Receipt



# Damage Analysis the next Level: Position Paper (Draft)

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## **“ End Result ”**

**One Damage Report To Imaging**

**One Price to Customer**

**One Order to Parts Vendor**



“THANK YOU FOR YOUR  
TIME!!”

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Please join us in our Breakout  
Session this Afternoon!!