



CCIF – Cycle Time Committee
October 16, 2004

Canadian Collision Industry Forum
Montreal, Quebec



Committee Members



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



Historical Facts – Inception

April 3, 2004

- ◆ Identified the Need for Committee
- ◆ Developed a Cycle Time Committee
- ◆ Identified Goals & Objectives
- ◆ Researched Cycle Time Measurements & What Effects Cycle Time

Cycle Time Committee Follow Up – July 2004

- ◆ ACTION:

- ***“Create an Events Line from Accident Occurrence through to Insurance File Close”***



EVENT “REPORT CLAIM”

- ◆ Broker / Agent
- ◆ Police
- ◆ Insurance



EVENT “PRE-ADMINISTRATION”



- ◆ Insurance Private
- ◆ Collision Facilities
- ◆ Insurance Public



EVENT “DAMAGE ANALYSIS”

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



EVENT “PARTS MANAGEMENT”



- ◆ Procurement
- ◆ Receiving
- ◆ Distribution
- ◆ Returns



EVENT “SCHEDULING”



- ◆ Damage Analysis
- ◆ Repair
- ◆ Customer Contact
- ◆ Rental
- ◆ Delivery



EVENT “PRODUCTION”

- ◆ Dismantle
- ◆ Body / Structural
- ◆ Mechanical
- ◆ Refinish
- ◆ Reassemble
- ◆ Detail & Quality Control (Q.C.)



EVENT “POST-ADMINISTRATION”

- ◆ Insurance Private
- ◆ Collision
- ◆ Insurance Public

“THANK YOU FOR YOUR
TIME!!”

Please join us in our Breakout Session
this Afternoon!!