



**CANADIAN COLLISION INDUSTRY FORUM**



# **Fast & Furious 2: Repairer Panel**

**January 29 2016**

# Fast & Furious 2: Repairer Panel



# We have moved beyond this

"YES, OF COURSE DUCT TAPE WORKS  
IN A NEAR VACUUM. DUCT TAPE  
WORKS ANYWHERE. DUCT TAPE IS  
MAGIC AND SHOULD BE  
WORSHIPPED." - THE MARTIAN

# Defining a Class A Repair Facility

Collision Industry Conference (CIC) has created a draft of updated definitions for a Class A Collision Repair facility. Included in the definitions are:

- Equipment and Capabilities
- Training and Certification
- Compliance and Sustainability

# Defining a Class A Repair Facility

## **Non-structural/Cosmetic**

Capable and equipped to perform refinishing and light sheet metal repairs not requiring pulling or welding on structural components

## **Structural**

Capable and equipped to perform repairs and refinish work on steel vehicles including structural repairs and welding on replacement structural components.

## **Structural Advanced Materials and Techniques**

Steel and advanced material -Aluminum & Carbon Fiber

# Poll Question

With the constant need for investment in equipment and training a requirement, do you believe it is appropriate for CCIF to consider developing the standards for Canada that recognize repair facility capability?

a) YES

b) NO

*For clarity – we would provide the definitions but will not develop a program to manage them.*

# CIC – learn more

To view the details go to:

[www.ciclink.com](http://www.ciclink.com)

In the committees section – choose definitions

# Please welcome our panel:

- Moderator: Joe Carvalho, CCIF Chairman
- Panel:
  - Bill Davidge, CARSTAR Canada
  - Mark Roesch, CSN Collision Centres
  - Andy Neufeld, Fix Auto



# Collision Repairer panel discussion

Should we adopt standards similar to the CIC draft Class A facility standards?

# Collision Repairer panel discussion

What do you think the landscape for repairers will look like in 3 years based on the expected increase in advanced materials?

# Collision Repairer panel discussion

In your opinion, do you believe there is adequate understanding at the insurer claims staff level of the increased requirements to repair vehicles correctly?

# Collision Repairer panel discussion

When considering the pressures to maintain and improve insurance company KPI's, do you believe you can stay competitive with the larger market while performing all suggested OEM operations?

*Talk about your experiences on this issue:  
Getting paid for the services performed and finding the balance between safe repairs, reasonable claims cost and OE standards.*

# Collision Repairer panel discussion

Are you concerned with maintaining highly qualified staff at a time when retaining them is crucial to your operations?

*Provide some insight into what actions you are taking in this regard.*