



Opening Remarks
Paul Prochilo

2020 Steering committee

Chairman: Paul Prochilo, Simplicity Car Care

Past Chairman: Patrice Marcil, Axalta Coating Systems

Special Advisor: Chelsea Stebner, Parr Auto Body

CCIF Administration: Caroline Lacasse, AIA Canada

Steering Committee Members:

Colin Asselstine, RSA Insurance

Flavio Battilana, CSN Collision Centres

Adam Ceifets, Discount car and truck rentals

* Brady Chattington, CSN Image Auto Body

Arthur Crawford, AutoCanada

* Tony De Santis, Fix Automotive Network

* Daniel Grenier, Mazda Canada

* Alan Hughes, Cam Clark Ford

* Nick Dominato, Precision Marketing

Anthony Iaboni, Collision 360

Mike Kaplaniak, Uniparts O.E.M. Canada

* Vince Maida, Desjardins Insurance

Andrew Neufeld, Fix Auto Canada

* Koos Reineking, Lift Auto Group

Jean-Luc Sauriol, ALLDATA

* Tifarah Senkow, Advantage Parts Solutions

Andrew Shepherd, AIA Canada

* Murphy Tarves, Craftsman Group of Companies

* New 2020 steering committee members

3 Pillars

- Profitability / Sustainability
 - For all Stakeholders
- People
 - Recruit, Hire, Develop and Retain
- Vehicle Complexity & Technology
 - Repairing cars to proper specifications



What to Expect From CCIF

- Create meaningful **agendas and events**
- Offer different **points of view** and **solutions**
- Provide **practical applications** in which attendees will have the ability to implement improvements in their businesses following a meeting in the areas of
 - Profitability
 - HR development
 - Adapting to vehicle technology
- Two pronged approach to growth:
 - Retention
 - New participants

Recent Achievements

- Addition of the **Young Leader** in Collision Repair seat on Steering Committee
- **Constitution** Reform (underway)
- CCIF Business Development Series **Workshops**

Opportunities for Improvement

Cycle Time Segments (days)

	Loss ▶ Arrive	Arrive ▶ Start	Arrive ▶ Delivery	Loss ▶ Delivery
2016	19.9	3.0	14.1	33.6
2017	21.3	3.3	14.8	36.0
2018	25.2	3.9	16.0	41.0
2019	25.8	3.8	16.2	41.5

Opportunities for Improvement

Cycle time improvement opportunities

- Further participation
- WIP management
- Capacity allocation
- Administrative compliance and associated SOPs
- Repair segment allocation and associated SOPs

We expect you to

- Participate, get involved
- Support CCIF initiatives
- Tell us what you think
 - Use the newsletter survey
- Safely repair cars to proper specifications
- Help us make a difference...
 - Share information with colleagues, clients & friends

Your company can always contribute as a Corporate Sponsor, Meeting Sponsor
or you can individually contribute, as a Maple Leaf Supporter

info@ccif.ca



Next 2020 CCIF events

CCIF Montreal: May 28-29, 2020



<https://www.ccif.ca/event/ccif-montreal-2020-may-28-29/>

CCIF Vancouver: September 24-25, 2020



<https://www.ccif.ca/event/ccif-vancouver-2020-september-24-25/>

Today's Agenda



- Industry-Education Connection project update
- Market Globalization and Trend



- Test your Knowledge
- What Make People Tick? (maximize your personal, team, and organizational success)
- Law & Liability of Repair



- Watch Profitability During the Repair

In the news

- Vehicle Subscription Model – A Sustainable Disruptor
- Driving Concerns – Should I sign a Blank Tow Bill?
- Tesla Overtakes VW as the World's Most Valuable car maker
- Kobe Bryant Tragedy

Toronto 2020

Enjoy your day!