It's time to deploy the Repair Planning standard

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Why do we need a repair planning standard?



• Litigation risk rises without a documented plan

and mandates is chaotic and time consuming

"What you don't know can really cause catastrophic failure."

- **Danny Gredinberg**, Database Enhancement Gateway





The same pressures making life hard are forcing progress

Labor shortage in skilled roles across shops, insurers, dealers, suppliers

Labor

Shortage

- Today's incoming talent expects more
- Efficiency and a shorter ramp time are a must







Physical and Digital Collision



Rising Expenses for Everyone



- Constrained claims department budgets
- More undocumented and unpaid repair hours
- Over-ordering parts as a hedge against delivery uncertainty

- Technology is outpacing tribal repair knowledge Shops are creating high
 - fidelity SOPs, internal training programs and seeking education for their teams

- Shop are investing to handle new cars and new technology
 - Larger volume shops require more tools to drive efficiencies
 - Scaled organizations manage and mitigate risk differently

- Modern tools take research from hours to minutes
- Automated versioning removes fear and doubt
- Sharing research with insurers reduces What & Why friction



Why don't more people research and plan a repair?



Blame the Tech...that is, the Technology

SLOW, DATED TECH

Labor intensive, extra steps difficult to access and use

INFLEXIBLE DESIGN

Paper-based systems take hours to print, scan, and file

WALLED OFF

File size limits hinder sharing with insurance partners Limited visibility to repair performance to collaborate, govern

INCOMPLETE, OUTDATED, INACCURATE SOURCES

Concerns about reauthored content vs genuine OEM repair instruction

HOW MUCH OVERSHADOWS THE HOW TO

Lack of training and education on the benefits of a repair plan to all





Today's common research practices and barriers

How frequently do you research OEM repair procedures at the time you write an estimate?



• The Tech already knows this -type of repair; type of car...

• It's a hassle to learn all the sites plus keep track of logins and passwords for 10+ sites across my whole team

- Time is money...I have zero minutes for unpaid research
- Time is time...research just takes too long hours to find, save, print, and talk about procedures





Most repairers are using OEM sites only 'as needed'

To what extent has this location paid for direct access to OEM repair information websites?



OEM techinfo site Subscriptions

Source: Collision Advice

Annual subscriptions (paid or complementary) were more prevalent for five OEMs and their brands: Honda/Acura (31%), Stellantis (30%), GM (27%, Nissan/INFINITI (27%) and Ford (25%)





Seems like everyone's talking about repair planning

I really believe we have people in shops writing estimates or repair plans who have not been properly trained. – Mike Anderson, April 2023



Suggestions and Correction for CIC Wiki: Estimate & Repair Plan

What should "Repair Plan" be? *

Identifies ALL damages, based on the facts of the loss/event. This means not only the point of impact, but damages transmitted to other areas of the vehicle based on the designed load path. This includes an inspection of the interior and cargo areas based on inertia of occupied seating and items being transported in the cargo or





'Uber of estimating' is highlighted in repair plan vs. estimate discussion

By Michelle Thompson on July 20, 2023 Business Practices | Collision Repair | Insurance

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The information source for the collision repair SUBS industry.

Body Bangin': Stop Estimating and Start Repair Planning Live from the Southeast Collision Conference, Micki Woods interviews Michael Bradshaw on creating a thorough repair process.



Q



What is a Repair Plan?

"repairlogic"

Lower arm forward flagnut Qty: 1 \$15.00ea

Lower arm rearward bolt Qty: 1 \$6.00ea

Qty: 1 \$1.25ea

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A working definition of a Repair Plan

Repair Plan. noun

A detailed collection of documents and procedures outlining the steps and resources, including parts, materials and personnel, to restore a vehicle back to pre-damage operation and condition. The who, what, when, where, and why of the repair should be established in the documentation utilizing resources such as position statements, schematics, and OEM repair procedures.



X not an estimate with line notes

not just a stack of OEM procedures





Anatomy of a Repair Plan



- Who who is qualified to be part of the repair team out of with the facilities, tools, and training available? who are the shops we will send this vehicle to for repair or to handle specific procedures such as calibrations, welding and sectioning, EV handling, suspension, and theft recovery? who should be authorizing the repair?
- What what needs to be done; what are the damages; what is the rationale behind repair or replace decisions?
- When when was the incident? when will work start and end? when will parts and materials arrive? when will the owner get their vehicle back?
- Where where will the work be done? which locations have required resources tools, equipment, trained and credentialed techs to perform the work for this specific repair? where did repair instruction come from? where is the sign-off and repair plan?
 - **Why** why does the repair cost what it costs? why are these specific operations required? why are the specified parts and materials needed for the repair? why is it taking so long to get the okay to move forward?

Position Statements

Around View Monitor Calibration Blind Spot Warning Precautions Bumper Fascia Replacement - Sonar De-Nib/Polish, Finish Sand/Polish Frame and Unibody Pulling New Part Seam Sealing Procedures Partial Clear Coat Blending Unibody, Structural Repairs

- **How** how will the repair be performed to what standard of repair, quality and instruction? how much will the repair cost? how much will the owner pay vs the insurer or other parties?
- How Many how many hours? how many people need to be involved in this repair, for this repair procedure? how many parts are on back order? how many days until the car is ready? how many calibrations are needed?



What basics are needed to make repair planning common?

What must be true to incorporate Repair Planning into the **mainstream** Repair Lifecycle?



The core of a Repair Plan is the OEM repair procedure







The depth and breadth of OEM procedural content is massive Passenger Door Driver Front Door Front Door Speaker RH - Vehicles With: Sony Audio System 1654 Front Door Speaker RH -Vehicles With: Sony Audio System Front Door Trim Panel The Data Galaxy of the Ford Explorer







Return Vehicle







The Repair Plan communicates what must be true before the keys are returned to the vehicle owner.





Benefits of Repair Research and Planning for everyone

🖏 Efficiency | 🕀 Consistency | 🍇 Collaboration | 🎯 Compliance | 💇 Repair Quality

	Repair Team	OEM	Insurer	Vehicle Owner feels
Efficiency	Estimator Productivity	Procedure Utilization	Easier Repair Authorization	her time was respected
Consistency	Technician Productivity	Trust in Repairers	Simplified Claim Reviews	empowered to act
Collaboration	Teamwork, Faster Repair Authorization	Visibility into Repair	Visibility into Repair	informed and included
Compliance	Visibility into Procedure Updates	Visibility into Repair Practices	Visibility into Repair Practices	confident in the process
Repair Quality	Done in One, Parts Accuracy	Brand & Dealer Loyalty	Brand Loyalty	safe driving her car

so that the Vehicle Owner has Confidence in the repair and...

... promotes the shop ... stays in the OEM brand ... renews her policy





RepairLogic Field Studies

What have we learned from observing Research and Planning in the field?





How does Repair Research and Planning really help?

To what degree can we **observe** research and planning making the world a better place?

Efficiency | Consistency | Collaboration | Compliance | Repair Quality



Methodology

- Balanced Repair
 Profiles by Repair
 Complexity,
 Vehicle Type, Age
- Location mix of MSOs, CRN, Consolidator, Independent, Franchise, Dealer
- Understanding Repair Planning Maturity by location and user



How long does it take to find everything I need?

Barrier: sites are hard to use, finding what I need takes **hours** and I have to look in **2 or more online tools**

Field Study Findings

Vehicle Attribute	Minutes Alt Tools	RepairLogic Time	Procedures Per RO
New (2019-2022)	31	Study 1:	43
Mid (2015-2018)	28	2.3x faster	36
Old (Pre 2015)	27		34
Truck	32	Study 2:	34
SUV	23	2.4x faster	43
Comp SUV	31		36
Sedan	29	للــــــل	43

Solution: Make finding repair data fast and easy from a single place with builtin automation

Study Observation

Faster and Easier to get repair research done.

- 2x Faster Research was twice as fast as other tools
- 63% of procedures were automated saving time finding, printing, saving and organizing paper

Confidence in finding valuable content within minutes, from a single source removes mental barriers that used to hinder research.

• 92% of ROs researched from a single source

"We had a full-time person...all she did was research. Now she's my estimator **and** repair planner. **It doubled efficiency.**"

— Don Cox, Elmer's Autobody







How does a repair plan help me work better with others?

Barrier: large files or stacks of paper are difficult to organize and share with everyone who needs to know

Field Study Findings



Higher collaboration on larger repair plans

Solution: Make it easy to organize and share repair information with the team, carriers, and vehicle

Study Observation

Most people collaborate when it's easy to do so

- 70% shared research two or more times
- 53% of research was shared within the team
- 31% of plans used the Share My Plan feature

Solve for Outdated Technology Barriers

- Comprehensive repair research results in large file sizes which are rejected from upload by common management systems
- Make large file transfer a thing of the past

"We'd have 6 documents for the front bumper... we'd put all those in a subfolder and we'd put the sub folders into a major folder. Not with RepairLogic. I create one PDF." — James Rodis, Woodhouse Collision Center







How does a repair plan create accountability?

Barrier: how do you know the repair was informed by accurate repair instruction?

Field Study Findings on OEM Updates 100 **OEM Procedure Updates, in 000s** 317,956 new/changed 80 procedures in 6 months 60 40 20 0 New Refresh Remove New Refresh Remove **Q2 Q**3 OEM B

Solution: using digital features lays ground for visibility and accountability and access to automated alerts for updates

Study Observation

Digital features that advance visibility and accountability into repair practices include:

- Selecting procedures vs Pulling Procedures
- Assigning plans for research
- Assigning procedures to technicians
- Procedure Sign-Off

OEMs change procedures often and some changes are significant in scope

• 16% of procedures changed that were viewed or printed but not stored in a research record

"Continued training in OEM repair procedures- and **seeking out any potential updates** - is a must" - Vehicle Service Pros, On the Shop Floor







How does Research and Planning help with quality?

Barrier: research performed and used too little or too late can delay or increase repair cost

Field Study Findings



of researched jobs had single use parts that would have been missed using other tools

Front Suspension	Q Search Group	
Inspections Removal Installation		
Calibrations Initializations	 Brake Caliper - Removal and Installation - Front Disc Brake - 1xID² Brake Service Mode Activation and Deactivation - General Procedures - B 	
Adjustments Alignment	RepairLogic [™] has identified these single use part(s) in this procedu Part Description Qt	ire. y
Drain Refill	Front Disc Brake Flexible Hose Washer 2	
Additional Operations	Bra Front Disc Brake Caliper Anchor Plate Bolt 2	
Schematics	Bra View the Full 1xID Report	

Solution: build research and planning into the workflow to meet expected standards of repair quality

Study Observation

Finding missed parts late can delay a repair

 3.2 single use parts per job were identified after the estimate was written

Repair research increases if barriers are removed

- 83% of shop leaders say teams will research more frequently
- 100% of shop leaders would use RepairLogic in training new team members
- "Turns out this repair plan **didn't** have any one time use parts. Which was nice to have confirmation about it and not have to double check all the procedures again."





How does repair research differ with EVs?

48%

22%

EV and ICE repair manuals differ

- Ford Mach-E and Ford Edge comparison
- 40% fewer EV procedures, 16% more single use parts
- 509 Engine, Transmission procedures in the Edge

Ford	Mach-E	Edge	
Procedures	770	1273	(40%)
Single Use Parts	225	194	16%

EV and ICE research patterns differ Inspections 146% Used Diagnostics 🕇 114% More Additional Operations 118% • **51%**

- **Specifications** Used
- Less **Schematics**
 - 38% Calibrations, Initializations
 - Position Statements •

Stuc	dv Obs	ervatio	n

Compared to ICE research, EV repair research:

- Has about the same number of Single Use Parts
- Has fewer Calibration procedures
- Has more overall procedures

An informal EV preparedness survey told us:

- 46% feel they and/or their team is unprepared
- 30% of shops have 1-5 EV repairs per month
- 25% of shops were not yet repairing EVs at all

"While 75% of shops said they **are** repairing EVs, only 54% of staff said Yes, both me and my team are prepared" - 2023 EV Preparedness Survey





Summary: consistent results across vehicle type, age, shop SOPs



Nearly all location managers say their teams will research more jobs (or all jobs) knowing they will find what they need quickly and easily



"I would just jump in and look something up and print out a PDF, but I'm now starting to build complete repair plans and my other writers are doing the same thing."



- Kevin McGee, Dave's Auto Body (Galesburg, IL)



What Now? UNDERSTANDING THE CALL TO ACTION





Conditions that will help us get started on a Standard

Easily share information with those who need it

Have visibility into **repair outcomes**

Maintain **positive relationships** with stakeholders

Let me **see and understand** what's required, what's happening, what's already finished

Automatically track if repair instructions change

Make it obvious where **complexities** are in each repair

Make it fast to find genuine OEM repair procedures

Repair Team	OEM	Insurer





What we each can do to get involved

Switching from neutral and brake mode into acceleration will require a lot of us to use the gas pedal

Help Define the Terms

Support a Standard

Help the CIC Repair Planning team develop definitions

Use the CIC Repair Planning definitions when released Join me in proposing a Repair Planning Standard to the industry bodies who can make those dreams come true



Use CIECA standards to contribute to general consistency

Prepare Your Team

Educate your team on what a repair plan is and how to make use of its components

If you need help **getting started** feel free to reach out





Questions?

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Women's Industry Network







A working definition of Repair Planning

Repair Planning. verb

Process of completing a repair plan to strategically organize and coordinate the necessary tasks, resources, and timelines required to restore a vehicle to pre-damage condition and operation based on skilled evaluation, documentation, and analysis of the damage.

There is **no single organization** who delivers every component of a plan



A Standard can make repair research and planning more efficient, more consistent and more likely to result in desired repair outcomes.



