



My experience working and managing all facets of the collision business has enabled me to offer real-world solutions to complex problems. I know the current realities in the Collision business. In the highly competitive “Direct Repair” business model, shops must manage a delicate balance between profit and their average cost of repairs while delivering value to their insurance partners.

This pricing competition has increased pressure on commission and flat-rate compensation. I believe these types of payment systems have run their course. The I-mine technician mentality it promotes erodes even the best collision shop’s culture and eventually promotes turnover in a business suffering from a severe technician shortage.

This pressure causes friction between the Office and the Shop Floor. I’ve successfully eliminated this hostility by moving the workforce to a team-based compensation system and holding transparent daily labor reports based on calculated employee costs and expected daily and weekly labor goals calculated by the expected return on labor. I have developed and installed hourly and flat-rate team-pay systems over the past 20 years, enabling high labor efficiency & removing workplace friction, increasing Labor Gross Profit by two or three percentage points.

Over the last ten years, my advice has been to increase labor and parts efficiency by running the “Sustainable Repair Planning” process, providing safe & proper repairs, and enabling higher technician efficiency and wages. I developed a specific version of “Sustainable Repair Planning,” for shops implementing CCC One’s management system.

Many shops require too much “estimating” from the disassembling technicians. To this point, I argue:

1. Technicians are typically not very good at estimating and are uninterested in performing the task, and both concerns decrease overall accuracy
2. Most don’t have access to OE repair information, and if they do, it can be very time-consuming.
3. Technicians are not generating sales when they are formulating supplements
4. This unpaid labor decreases technician compensation, increases cycle-time and leads to technician turnover
5. It’s more costly when considering potential technician efficiency if the worker were to work effectively after a concise repair plan

Meticulous discovery must take place ASAP. I have repeatedly proven that a disassembly process must be perfected for each facility and staff to deliver the correct parts and repair strategy at the least cost for each job as it enters the production cycle.

To recap my overall consultation approach;

- Careful financial and “Key Performance Analysis”



- Evaluate the value of team-based compensation to eliminate friction
- Create the least cost discovery process for each shop
- Set daily and weekly goals for the office and production staff
- Hold transparent daily meetings, actual vs. goal
- Hold weekly meetings to take the team's culture "temperature," answering any questions that arise.

I know that I could be an asset to your business. Thank you for your consideration.