

## AVOIDING THE INEVITABLE

BY LYNNAIRE JOHNSON

and this requires heated paint booths and the correct dust and paint extraction systems. The inspection also takes into account workplace standards, and how clean and tidy the workshop is.

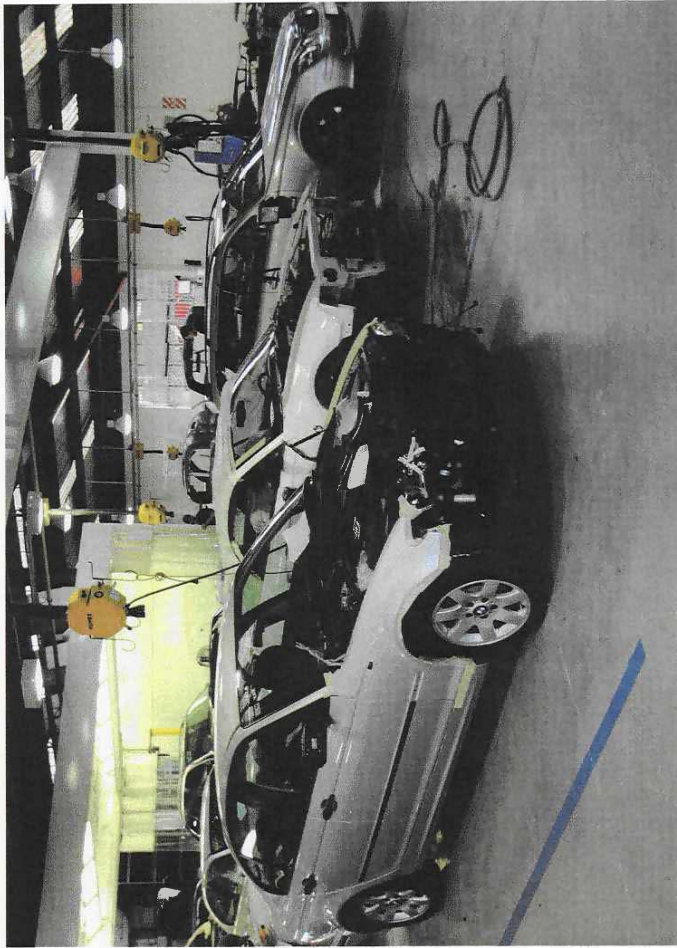
You can identify association members by the CRA logo which is displayed on members' premises. The Association's 600 members include panelbeaters, auto refinish painters and all other car collision repair tradesmen and allied businesses.

CRA (Collision Repair Association) is a self-regulating body which provides continuous training and re-training for its members. The association enforces a points-based training programme: if you don't earn the minimum points, you lose your status. The CRA conducts site inspections, provides a training road-show which around the country, has an annual conference and also provides members with regular bulletins containing industry information, including updated technology.

Another method of ensuring your chosen repairer is up to the job is to let someone who is qualified do the choosing. Crash Brokers has a network of more than 50 CRA certified Structural Repair Centres throughout New Zealand, which guarantees experience, quality and convenience.

This free service, now available nationwide, allows you to deal with the aftermath of a crash through a single phone call. Crash Brokers will organise a repairer, deliver the car, administer the insurance claim, find you a courtesy vehicle, and even drop you back to your office or home if necessary – all without you paying a single cent. Plus, they'll even clean your car once it's back from the repairers.

As an extra bonus, Crash Brokers operates a web-based management system that allows you to see the progress of your repair in real time.



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### Identifying risk

While fleet operators are often aware of the number of accidents that occur in their fleets and the direct costs of those accidents, they frequently don't have the tools in place to clearly identify areas of risk within their fleet.

To reduce the number of claims, thereby putting you in a better position to negotiate your insurance premiums, fleet operators need to do more than just record their accidents. They need to have tools and systems in place to be able to measure and identify a range of incident-related trends.

SurePlan, which provides fleet risk management services nationally, says near misses, excessive tyre wear and fuel usage, parking and spending infringements are often signs of drivers who may be at risk or who are risk-takers by nature. If a fleet operator can identify these drivers they can focus their efforts through performance management or training.

Statistics show that 15 percent of a fleet's drivers have 35 percent of the accidents, so where are you focusing your efforts to reduce accidents?

SurePlan's national manager, Gordon Brown, says a lack of awareness by drivers is another concern. Drivers often don't know the number of incidents, the associated costs and the real threat of their being involved in an accident in their company vehicle. He says, "In part this is due to the fine job that fleet management and accident management companies do by reducing the administration and inconvenience, plus maintaining productivity through replacement vehicles."

Who is going to help him with this one?



### Who is the CRA?

- The Collision Repair Association (CRA) is a collective body of collision repair specialists, panelbeaters, spray painters (auto refinishers) and allied businesses.
- Customers can be assured of a high standard of workmanship as all CRA members are audited.
- CRA was founded in 1913, formerly known as the NZ Motor Body Builders' Association.
- The CRA has a disputes resolution process in place to give customers total peace of mind.
- The introduction of new steels and the rapid change in vehicle construction methods about 25 years ago, led to the founding of I-CAR in the USA to address new technology and how collision damaged vehicles should be repaired. If repairs are not carried out to the OEM (original equipment manufacturer) standards, the ongoing safety of the vehicle may be significantly compromised. I-CAR training programmes form an integral part of the CRA.



Insurance Claims - "You can choose your Repairer"

Today's technology provides an easier and faster way to lodge an insurance claim, and having your damaged vehicle assessed than in the past. Most insurance companies have digital imaging which normally requires only one visit by the vehicle's owner to your Collision Repair Centre.

For more information contact  
CRA National Office on 07 847-0216  
or collision\_repair@xtra.co.nz  
or www.collisionrepair.co.nz



Your day's just been wrecked, you're late for work, you've cancelled appointments, called your insurance broker, and completed the claim form.

### But that's just the beginning...

Now you can cancel the rest of your day while you lucky-guess a quality panelbeater, book the job, deliver the car, negotiate and/or pay for a loan car. Then monitor progress, inspect completed repairs, organise any re-work, and start the whole process over again.

### Fortunately, now there's a better solution...

Crash Brokers. A free independent 24/7 professional accident management service. We use our collision repair industry expertise to add value for you by providing quality, convenience and free courtesy car delivery when you need it. Crash Brokers saves you time, stress, and money, whenever you need us and wherever in the country you may be.

See [www.crashbrokers.co.nz](http://www.crashbrokers.co.nz) for all the missing pieces.



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