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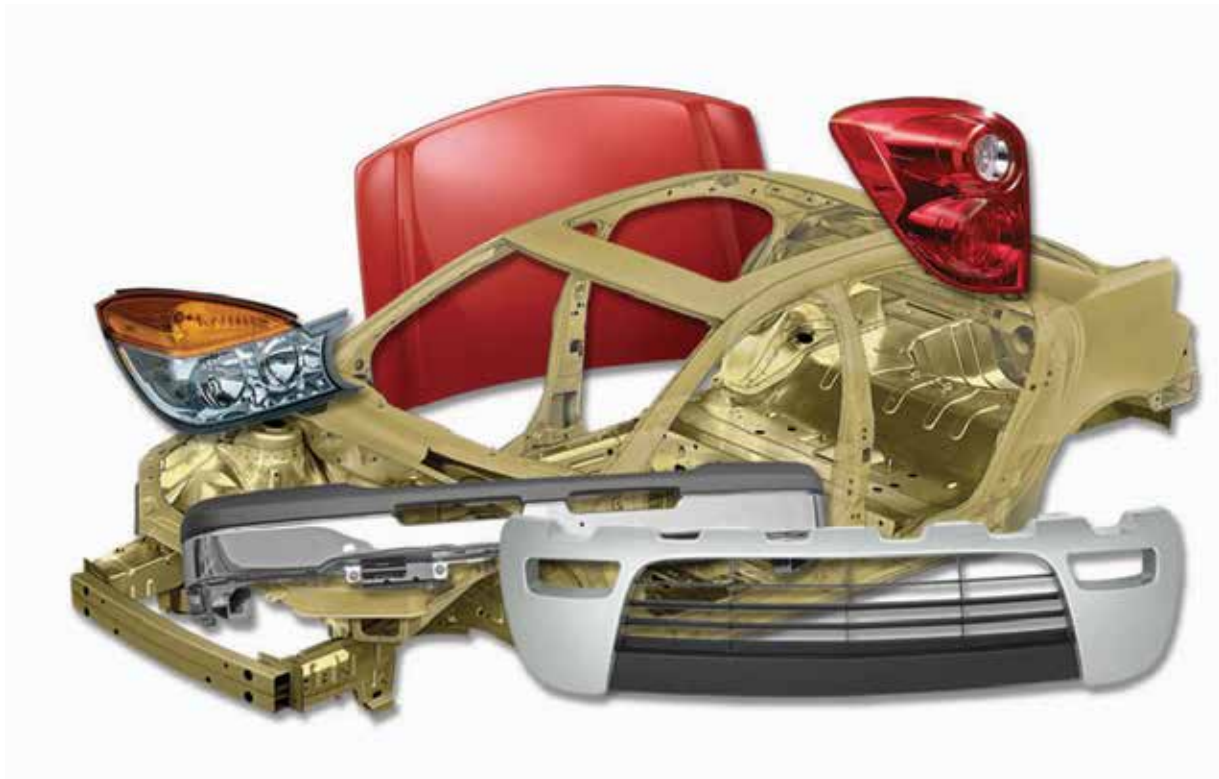
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Issues for NDABA News Report

Issue	Copy Deadline	Printing Date
February-March	Mar. 1	Mar. 15
<i>(Note: Dates for the pre-convention issue may vary.)</i>		
May-June	June 1	June 15
August-September	Sept. 1	Sept. 15
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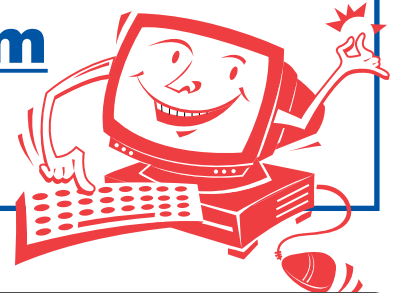
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The views expressed in articles throughout this issue are those of the writers, and do not necessarily reflect views of NDABA.

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Carey: Deploy virtual, AI claims to certain point — but let shop handle repair plan



SCG Management Consultants President Sean Carey speaks to the virtual International Bodyshop Industry Symposium Global Summit on June 24, 2021. (Screenshot from IBIS Global Summit)

By John Huetter on August 3, 2021

Reprinted with permission from SCRS Repairer Driven News

The rollout of virtual claims and artificial is a positive, but it comes up “a little short” on the repair of the vehicle, consultant Sean Carey recently warned the industry.

Carey, the president of SCG Management Consultants, suggested during a June 24 International Bodyshop Industry Symposium event and at a July 8 VeriFacts Guild 21 call that insurers should deploy the technology up to a certain point in a claim. Then, they should leave the vehicle repair estimating to a collision professional, he said during the Guild 21 call.

Stakeholders like OEMs, insurers and collision repairers should also

collaborate now on virtual claims rather than find themselves stuck with a mess caused by siloed agenda-seeking, according to Carey.

Virtual and artificial intelligence claims “rather overtook” their prior pace as the COVID-19 pandemic spurred adoption, Carey told the IBIS Global Summit audience June 24.

“Which is great,” Carey said. “I’m all for technology.”

More than 60 percent of U.S. claims were handled virtually, he said. “I think that’s set to grow,” he said.

Carey discussed the scenario in the context of a consumer directed to take photos and images which could be transformed into an estimate.

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"I think that's great," Carey said. It allowed insurers to handle more claims, and "I think it's great for triage," he said.

"It's good to identify early total losses," and the technology has antifraud benefits as well, he said.

But the tech is lacking when it comes to "repairing the vehicle," Carey said. And there's a risk if this isn't addressed now rather than in the future, he said.

While the technology is replacing 30 years worth of claims and vehicle repair processes, "the friction points haven't been resolved," Carey said.

Insurers are trying to "trying to solve an engineering issue with an economic solution," Carey said. "... That's not going to work."

Vehicle technology advances mean the repair process needs to be addressed "right up front," he said. But virtual estimates don't deliver that information, according to Carey.

"They're often incomplete," Carey said, reporting he had checked this reality with numerous body shops.

Repair processes like calibration might be omitted, as could an increasing number of one-time-use parts — a trend which historical data used to educate

artificial intelligence wouldn't capture.

"We're putting shops between a rock and a hard place," Carey said.

The customer starts off "delighted" that photos can launch the claim, only to find a body shop reporting the customer's estimate is deficient.

"The customer's confused," he said.

Virtual estimates identify what's happening, Carey told the Guild 21 call July 8, but then they're being used to assess cost. "They don't belong in there," he said. They have "no knowledge about that," he said.

Insurers spend several billions settling claims in a process that's inefficient and costly. A "near-term byproduct of AI" will be a significant cut in loss adjustment expenses, Carey said.

Using the technology for total loss detection and fraud prevention also delivers a "ton of gain" for insurers and significant reductions in cycle time, he said.

But insurers need to stop there — at which point a "fantastic service" has already been delivered — and say, "Now we need to hand over to people that know what a repair plan looks like."

Marrying the knowledge of both industries will produce the best result, he said.

Carey during his June IBIS appearance urged stakeholders to work together now, describing it as a short window which could lead to years of claims going smoothly or with friction.

"We have to find some common ground," he said.

Otherwise, "my concern is that the insurtech and the insurers run off down this road holding hands into Utopia," Carey joked, with repairers and automakers with the information for a correct repair left behind.

"That leaves the consumer in a terrible spot," he said. They arrive at a body shop with an insufficient estimate, leading to multiple supplements.

In any collaboration, one item must be "nonnegotiable," Carey said.

"This is a safe and proper repair," Carey said. This must be a "North Star."

The existing claims and collision repair process has "managed ourselves in to chaos" and inefficiency while "not caring enough about the one poor thing that's at stake, and that's the car and the safety of the vehicle occupants," he said.

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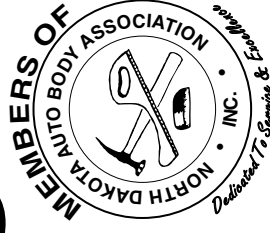
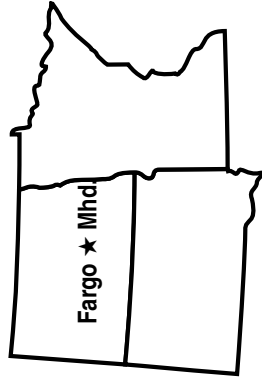
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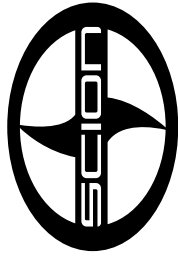
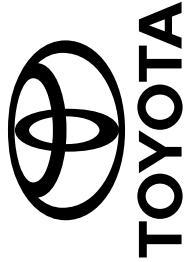
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Schools, industry need to work together to solve 'leaky pipeline'

By Repairer Driven News on August 24, 2021
Reprinted with permission from SCRS Repairer Driven News

A significant barrier to solving the technician shortage is what Mike Coley refers to as a "leaky pipeline" between schools and the industry.

"You start with 100 graduates. Nineteen go off and do something else. Eighty-one go into the industry. But then 23 of them leave within two years, and we're left with 58," Coley, the president of the ASE Education Foundation said during an "ASE Virtual Instructor Training Conference" this month. "These numbers are substantial. We're training 100 students, but after two years we only have 58 in the industry. We need to improve these numbers so we keep more of them in the industry."

Coley was reporting on the findings of a survey of more than 3,000 current and former automotive and collision repair students the Foundation conducted this year. Nearly half (44 percent) said they felt their current training program was preparing them "extremely well" for employment, and an equal number (46 percent) said they felt at least "somewhat" prepared.

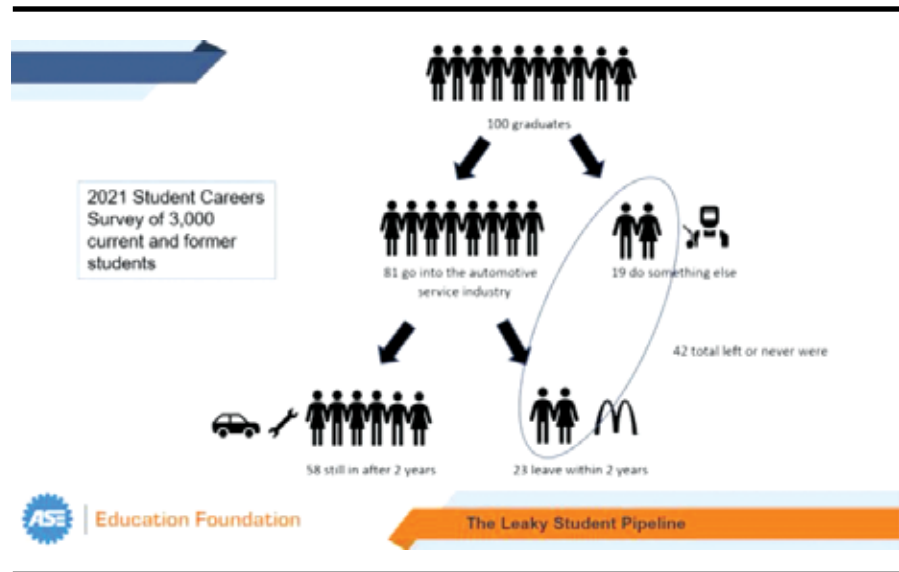
Among current students, many of the survey findings were generally positive. About 75 percent said they "probably" or "definitely" intended to pursue a career in the industry.

The 1 in 4 who didn't plan to work in the industry listed a variety of career choices: engineering (16 percent), other technical trades, such as welding or wind power (14 percent), business management (11 percent), the military (7 percent), law enforcement (6 percent), health sciences (5 percent), construction (4 percent) or aviation (4 percent).

"There's some pretty aspirational fields there," Coley said. "But honestly, I'd like to see more of them say, 'I really feel I have an opportunity in the automotive field.'"

That's part of the "leaky pipeline."

Among education program graduates working in the industry, many of the



numbers were also good. More than 90 percent said they were "somewhat" or "extremely" well prepared by their education to work in the industry. More than half (55 percent) said they were very happy with their decision to enter the industry, and another 30 percent were at least "somewhat" happy with that decision.

The real evidence of the "leaky pipeline" is the 41 percent of automotive education program graduates who were not working in the industry, Coley said. Some had pursued those "aspirational fields" like engineering (1 percent), business management (2 percent), law enforcement (2 percent), construction (9 percent), or other technical trades (10 percent).

But even more of them were unemployed (11 percent), or working in delivery (9 percent), as a laborer (11 percent) or in retail or food service (11 percent).

About 1 in 5 cited seeing better opportunities outside the industry, but the majority gave other reasons they didn't want to stay in the industry

such as pay structure or low wages, management issues, the lack of an obvious career path, or a lack of interest in the work.

"That's a concern," Coley said. "In some cases something drew them out: They had a better opportunity elsewhere. But in many cases, it was because we pushed them out of the automotive industry. How did we push them out? With poor salary or low wages. They couldn't get along with their boss or coworkers. Or they didn't enjoy the work or they lost interest. The way I look at those is if you're not making much money and you're not enjoying the work that you're doing, you probably got off on the wrong foot right off the bat. You didn't get a good start in the industry and therefore you didn't stick."

One way to fix the "leaky pipeline," Coley said is to make sure more students get real "work-based learning" as part of their training program. Not just a part-time job "sweeping floors or turning oil filters," he said, but a structured apprenticeship or co-op program with

(Continued on page 11)

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Leaky Pipeline ... (Continued from page 9)

the shop and school working together to help make students “more productive when they enter industry, prepared to do more rewarding, interesting work, and justify a decent wage.”

Among those graduates working in the industry, Coley said, 62 percent

member, a SkillsUSA judge, or even just as a guest speaker. Arrants said another survey in May of high school students in automotive training asked who had visited or presented to their class (in-person or virtually) that school year. About 40 percent said someone

program.

“We want to get you the support your program needs to be successful,” Arrants told instructors. “The more industry folks on your committee, the more opportunities your students have for work-based learning, apprenticeships



said they had work-based learning as part of their training. Fewer than half (47 percent) of graduates not working in the industry after two years had a work-based learning experience.

“We think that’s a telling number,” Coley said.

There also needs to be more involvement from the industry with the schools, George Arrants, vice president of the ASE Education Foundation said, whether as an advisory committee

from a community college or for-profit automotive training program had spoken that year at the school. But only about 1 in 4 (27 percent) said someone from a local shop or dealership had presented, and even fewer (24 percent) said a former automotive student had been brought in to speak to current students.

Arrants encouraged school instructors contact their ASE Education Foundation regional field manager for help getting more industry involvement with their

or internships. You’re our customer, and we’re here to help.”

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ASE Education Foundation website <https://www.aseeducationfoundation.org/>

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