



Vehicle Damage Assessor

Vehicle Damage Assessor Definitive Factors of Profit

The Aggregation of Marginal Gains

The accident repair industry is continually changing, evolving and growing. With the inception of some incredibly genius advances in vehicle build technology and accident mitigation technology leading to a greater focus on passenger safety. These advances are driving a change in repair technology, and denote a the need for a renewed approach to assessing damage, by Vehicle Damage Assessors. There has never, been a greater need, for a distinct set of skills, and a defined process for blueprinting the repair specification, to ensure the vehicles safety and the quality of the repair, as there is today.

It's too easy to overestimate the importance of one defining moment and to underestimate the value of making small improvements on a daily basis. It is only when looking back over a period of time, that the value of good habits and the cost of bad ones, becomes strikingly apparent. Too often we convince ourselves that the only meaningful change of value, is BIG Changes. Changes that deliver tangible results, in a short, almost immediate time span. However that's not always the case. Small changes, ones that improve performance in small incremental amounts, are the backbone of success. A one percent improvement in specific repeatable task has a greater advantage over a period of time.

$$1.01^{365} = 38\% \text{ Increase}$$

$$0.99^{365} = 0.03\% \text{ Increase}$$

Breaking down the process of assessment into its constituent parts, and making small improvements in each area of the assessing process, leaving no part of it to chance or the rigors of personal preference in relation to your VDA, ensures the business, will never misses a beat. Furthermore, by standardising the process, through implementing

- Explicit documentation upon which to record details
- A strategically detailed process for assessment, and
- Availability of specialist assessing tools to aid the pace of assessment

you will be changing habits through 'automating ethical behaviour'. Through reducing/removing the opportunity to miss, fail or short cut the assessment process you are increasing the sustainability of success. Rather than changing motivations you can influence preferred behaviour through improved systems and focus, allowing the business to stay attuned to changes in its performance.

The process of assessment needs to be standardised and mandated to the VDA. No matter if the vehicle has a small dent on the wing or a heavy front end, if the correct assessment process is in place it will deliver the accurate results that ensures a safe and appropriate repair, that supports financial sustainability, arriving at the right price for that repair. By following the same auditable process, you will ensure that your VDA's can deliver an explicit set of requirements that will be met by a Task, a Component &/or Material each and every time.

[Want to know more? Then get in touch to find out about the course](#)

**DEVELOPMENT IS NOT EXPENSIVE
IT'S PRICELESS**