



Providing A Competitive Advantage
Through Total Business Performance



The Vehicle Appraisal is the first definitive factor in the company's fortunes. And today's Vehicle Damage Assessor has to be a highly-skilled professional, capable of delivering an excessive repair specification accuracy through attention to detail. He has to have the ability to maximise every opportunity presented to him through his appraisal of the damaged vehicle. The ability to utilise attention to detail to

Here are ARC Support Services, Top Ten Tips for effective estimating:

1. Establish your Routine

Establish a systematically structured routine for the appraisal of **all** damaged vehicles. If you establish a routine that is modular in its format, then you are less likely to miss vital information, tasks, components and/or controlled materials, required to reinstate the target vehicle.

The devil is in the detail

2. The Appraisal Documentation

Use a well defined and thoughtfully laid out appraisal document that supports your routine, and allows you to effortlessly move through the stations of your appraisal routine, this will promote accuracy, efficiency and the effectiveness of your assessing process.

Time is money, whether spent or saved

3. Working Documents

Your appraisal document is a working document. It is the interface between the damaged vehicle and your chosen piece of calculation software. Ensure that the data you record on it is accurate, detailed and legible. Never underestimate the value or the potential of this document.

Information is the negotiators greatest weapon

4. Take Time to Appraise

Spend your time at the vehicle, detailing your hand written repair specification. Attention to detail here, will ultimately save you time ensuring you do not have to retrace your steps, rewrite your spec's and submit a supplementary costing due to incorrect information. This approach will reduce cost and conflict, both internal (department to department) and external, (VDA to Engineer), is an essential part of building the confidence, and good relationships, with your production team and the company's work providers.

Getting it right first time, sets positive precedents for future accomplishments

5. The method will always come first

You cannot define the cost of a repair, before you have defined the method by which it will be repaired. The method will always come first. Researching published methods prior to loading your information onto your preferred piece of calculation software will highlight tasks that may have been overlooked or perhaps where not apparent during the appraisal stage.

Attention to detail promotes accuracy & profitability and reduces cost & conflict

Improve Your Skills
Increase Your Profit

Improve Your Skills Increase Your Profit

6. First and Last Undamaged Panel

Defining the first and last undamaged panel during your appraisal will immediately provide the scope of the repair. This may be a panel that has no damage whatsoever, but due to the nature of the paint or its colour it may require to be blended. Or it may be a panel that has a chip or a dent caused by secondary impact from an adjacent panel, either way this approach adds structure to your appraisal process.

Poor process or no process has a negative effect on all company resources

7. Service Level Agreements

Ensure that you have up-to-date copies of the relevant work provider's service level agreement. Regularly reviewing these will ensure that you understand precisely what is permitted under the terms of each contract and will mean you don't miss important and potentially costly elements of the agreement and possibly omitting them from your subsequent assessment.

The rules of engagement are harsh & demanding, understanding them is vital

8 Estimating Systems

Understanding your chosen estimating platform and how it varies from alternatives is vital. What's included in an action or a task can and does differ from platform to platform, so it is vital to understand and know how to utilise that information. This is a very complex element of estimating and so should most definitely not be overlooked.

Process is VITAL to the creation of the Product

9 Its all about Your Image

Images are a vital part of the job role for the VDA. In the first and most important instance, the images you provide should support your repair specification through broadcasting specific, vital data to the receiving image engineer. Imaging is a very powerful media by which to support your repair specification. Clear, concise and well annotated images are vital to achieving the required result.

Your Images are there to support the details of your Repair Specification

10 Image Management

Management of your images is important. You should place a great deal of thought on how and where you download to, file and save your images. A succinct and easy process in downloading and saving your images will reduce the administration time that can be wasted with poor processes.

Time is a fluid commodity. The skill with which it is bought and sold will determine profitability

ARC Support Services Ltd, are building a company that we'd like to do business with, ourselves. Through support and outstanding experiences, we want to be a company that's human, respectful, transparent, inclusive, socially and environmentally conscious and using our skills and contacts, develop and grow sustainable, profitable businesses, for our clients through sound process, engineering excellence and high level customer service

Our client's costs and their return on investment will always be the first consideration of ARC Support Services when delivering products or services. Working with our client's needs and desires we have taken note of feedback, and developed cost effective options in a number of formats to deliver and maintain our products. In doing this we have given the client alternatives that fit both the needs and desires their businesses.

