

**Submission
No 31**

MOTOR VEHICLE REPAIR INDUSTRY

Organisation: [REDACTED]

Name: [REDACTED]

Date Received: 14/02/2014

SUBMISSION TO THE ENQUIRIES

As a small business I rely on continuous workflow in my shop. What this means is, when a vehicle is booked in for repairs, it must flow through the shop without interruptions, otherwise it affects the productivity of my business.

There are many instances of interruptions. One, for example, is when there is internal damage discovered on the vehicle after the job has commenced.

The insurer has changed the procedure by wanting to inspect all the damage in person for these in-flight jobs. Unfortunately, it is impossible for the assessor to drop in with short notice, and without holding up the job, due to their work load. The insurer is insisting that we need to book the additional damage for assessment, despite that it will take them up to 7 days to come out. This creates a problem for my business and our customers alike. In the meantime the workflow in my business stops and I have technicians walking around waiting for me to allocate another job. In order to give them another job, I have to remove the existing vehicle from the workshop.

The insurer is always looking for workshops that run efficiently and smoothly and are cost effective, but in this instance they are the ones hindering the vehicle repairs process.

Therefore, my suggestion is to address any extra damage by documenting it with photos and notifying the assessor. Alternatively, more assessors are needed to cope with the demand if the current procedure continues. Or I will have no option as to charge storage and transport fees.

Yours Sincerely

