

Audatex Industry Forum

Notes of the inaugural meeting of the Audatex Advisory Board and UK Repair Industry Trade Bodies held at Audatex, Theale on Wednesday 27 April 2005

Present:

Audatex Advisory Board

Philip Brailey (Allianz Cornhill), Chairman
Alan Doughty (NU)
Robert Hadfield (Auto Body Projects), Secretary
Dave Harvey (BMW)
Neil Kirk (Howard Basford)
Peter Millis (Fortis)
Keith Reed (Ford)
Richard Salters (Audatex)
Dave Shepherd (Deejay)
James Terry, (Chaucer)
Paul Tucker (Audatex)

Apologies were received from: Trevor Davies (RSA), David Murby (Audatex), Michael Wilmshurst (Nationwide)

Trade Bodies

Gerry Braddock (VBRA)
David Cresswell (ABP Club)
Jeff Mack (RMI)
Mike Monaghan (MVRA)
Shaun O'Reilly (BRIC)

Chairman Philip Brailey explained that the role of the Audatex Advisory Board was to assist Audatex by providing strategic direction for the use and development of products and services and to find ways of achieving common goals. The idea of the Audatex Industry Forum was to enable the Advisory Board to consider as broad a cross section of views as possible by inviting the UK repairer trade bodies and individual Audatex users (repairers, manufacturers and insurers) to submit questions for discussion and comment by the Board.

All repairer trade bodies had been invited to attend the Forum and all had submitted points for consideration, supplemented by a number of points that had been raised by Audatex insurer users. Forum debate together with Audatex responses are shown in red. Action points are highlighted in blue:

ABP Club – questions submitted by ABP members to David Cresswell, ABP Club Chairman

1) What is the Audatex Advisory Board's view regarding the implications of universal data sharing and claims tracking applications initiatives in the market?

RMI had also raised this matter specifically in relation to the recently announced CAPS initiative.

There had been suggestions that what had initially seemed to be a laudable idea, had now apparently developed into a money-making initiative through an attempt to control the supply of data. Concern had been expressed as to who was expected to pay for the service and what the cost implications to users might be. ABP Club members were also concerned about the control and ownership of data and whilst in agreement with the concept of an industry standard to enable an exchange of data within the sector, they felt that its development and implementation should be independent. The RMI had been quoted as being fully supportive of CAPS and had been reported as acting as a validating influence. By way of explanation of the RMI's apparent support for CAPS, Jeff Mack said the RMI's involvement had stemmed from concerns that elements of the insurance sector would mandate a specific bodyshop management system for their approved networks and that the CAPS initiative would overcome this danger by enabling systems houses to have a common hub and interface for work providers to use. More recently, however, following further informed debate and explanation of cost and security implications, he stated he was now "as confused as everyone" as to what CAPS actually was - a view supported by the majority of those present. Jeff Mack concluded that he needed a clearer picture of what the concept actually was and until that emerged, he was holding back from offering outright support. He suggested that comments in the press relating to RMI's involvement in CAPS had been misconstrued, although agreed the concept had initially received the RMI's full support.

Shaun O'Reilly said BRIC had asked a number of questions of CAPS in February 2005 and as yet had received no response.

The view of Audatex was that there should be free and open access to systems and that there was no need to create additional cost associated with the establishment and control of a data pool. There should be a published standard that was made freely available which would remove the commercial risk and cost associated with the creation of a common datapool. Richard Salters confirmed Audatex had no desire to control an industry datapool.

Jon Parker observed that such an industry data standard existed in the US and that it had been inexpensive to create and run and was held by a totally agnostic body. The concept could be readily exported to the UK if required.

Richard Salters agreed there was a need for a data standard, but that it required an industry approach, without any vested interests. An independent body was required to take any initiative forward.

The Chairman suggested that as the question had been raised by ABP Club, perhaps the Club could act as a catalyst in bringing all interested parties together with the objective of pursuing a common standard at minimal or no cost. David Cresswell accepted the role and confirmed the project would be handled in broadly the same manner as the recent industry standards initiative, promoted by ABP Club. It would not, he said, be an ABP standard. That clarified, all agreed to support this approach.

David Cresswell asked Audatex if their meeting room could be made available for such a meeting and this was agreed.

ACTION:

David Cresswell of ABP Club to call an early meeting of all interested parties to discuss development of an independent common standard for exchange of industry data.

2) Audatex appears to have several "customer panels" eg advisory board, industry forum and technical committee.

What is the function of each of them, who are their members and how was it decided who they are, how often do they meet and who are the minutes circulated to?

These matters were also raised by BRIC

While the roles of the various bodies were explained by the Chairman, it was agreed that the Audatex Advisory Board should produce, circulate and publish precise terms of reference for these groups on the Audatex Website.

ACTION:

Advisory Board to circulate terms of reference for:

Audatex Advisory Board; Audatex Industry Forum; Audatex Technical Committee; Audatex User Group

3) What is the latest situation with AudaEnterprise?

Is it true that there still appear to be many teething problems?

Richard Salters reported that there had been teething problems with AudaEnterprise in November/December 2004, but following a new release, the product had been totally stable.

Any further concerns had related to local networking issues, client issues or the Internet itself.

Alan Doughty reported that as the largest user of AudaEnterprise, Norwich Union had not experienced a single problem with the software itself.

Neil Kirk reflected that his company had experienced initial teething problems at a trial site, but that the product was now robust and had been rolled out rapidly across his company's multiple repair sites.

The Audatex helpdesk currently had no major issues logged.

Jon Parker said repairers may be suffering in silence as he had experienced issues at one repairer even though it subsequently transpired the difficulties were 'local'.

Richard Salters requested that anyone experiencing problems should contact the Helpdesk in the first instance and a full investigation would then follow.

The Chairman asked for a log of Helpdesk statistics to be made available.

ACTION:

Log of Audatex Helpdesk stats relating to Enterprise to be made available.

Audatex users to report any issues immediately to Audatex Helpdesk.

How many AudaEnterprise systems are in use today in the UK?

1200 + users are using it

How many AudaWorkstation systems are still in use in the UK and will need to be converted by September 2006?

2000 users to be converted

With AudaWorkstation due to be switched off in 17 months time, can Audatex cope with the undoubted last minute rush of bodyshops converting?

There is currently a queue of Audatex users awaiting conversion to AudaEnterprise and as long as market pressure continues, Audatex forecasts conversion will be readily completed by September 2006

3) What has happened with AudaManager?

It is no longer considered to be a strategic part of the Audatex portfolio

4) Why was AudaTrack terminated? What do Audatex have to replace it?

The main drive now is for Audatex to have ownership of intellectual property for its suite of products; hence AudaInsight has now replaced AudaTrack

5) What is the current state of play with the Audatex TTS module? What % of Audatex calculations are made using the TTS module?

Less than 1%

6) What is the current state of play with AudaSource? Who is using it and with what success?

Three insurers are using AudaSource live under client confidentiality. Several others are evaluating trials. Currently two suppliers, SEL Imperial and SSVG, are linked and others are under negotiation.

7) Audatex do not appear to have a good track record with selling other peoples products eg

- Stellix , the ADP shop management system
- CarCalc
- AudaManager (BMS)
- AudaTrack (Vicarri Wheele)

This was accepted. Audatex's parent company ADP often look at the benefits of acquisition v partnership with the current bias being towards developing products in-house.

What assurances can be provided to the market that AudaSource, which is from Auto3P, will be successful?

Auto3P, is an outsource solution for AudaSource, however, a robust contract has been agreed between the two parties

8) What is the current state of play with AudaInsight? Who is trialling it?

Currently undergoing trials with RSA.

9) The last issue of AudaLink, October 2004, says that "cycle time management" for AudaEnterprise is planned for release in Q4 2004 for a top-up monthly license fee.

What is that fee and what is the current state of play of the Audatex cycle time management product?

The fee structure is not known, it is not yet a commercially released product.

10) The last issue of AudaLink, dated October 2004, also mentioned of the Audatex customer survey being carried out in January 2005.

When will the results of this be made available to their customers?

Available shortly.

11) What is the current state of play with the following Audatex products, how many customers are using each of them and what benefits are they finding?

- AudaAudit – is an automated means of reviewing assessments against business rules used successfully by majority of insurer clients
- stats-on-line – is used by insurers and some bodyshop groups
- benchmarking – is used successfully by all parties to establish requirement for remedial training

It was agreed that these products were mutually beneficial to insurers and repairers although were not being fully utilised yet by the body repair sector.

David Cresswell suggested a requirement for Roadshows to promote awareness of the broad and growing portfolio of Audatex products and services.

Paul Tucker offered to attend meetings organised by the Trade Bodies to make members more aware of the benefits Audatex products and services.

Neil Kirk felt there was a need to spend more time with repairers in order to develop bespoke products for the bodyshop environment.

Consideration of these items will be undertaken by the Advisory Board

ACTION:

Advisory Board to consider promotion and development of Audatex products

Trade bodies to invite Audatex to address repairer meetings

12) What rebate arrangements are in place for insurer customers and how are these arrived at?

All commercial agreements with insurers are private and confidential.

13) In the USA, when ADP made an error in their data, they arranged for repairers to claim any incurred losses back from ADP. Are there plans to do the same in the UK if losses are identified?

Contracts that are in place between Audatex and its clients provide for this although they do seek to limit liability to negligence.

The Chairman advised that the issue in the US appeared to hinge on ADP's manipulation of times, whereas in the UK, Audatex do not manipulate times – they are provided by motor manufacturers.

Shaun O'Reilly said that it was important to confirm the fact that Audatex does not change databases to the detriment of anyone and that he would raise questions within his submission to ensure that this was the case.

Neil Kirk asked for clarification of those instances where manufacturers' processes and quantities were not available. The Chairman suggested that this was an appropriate item for the Technical Committee, a view supported by Shaun O'Reilly.

ACTION:

Audatex Technical Committee to review elements in the database that are not provided for by vehicle manufacturers

14) Can Audatex link repair methods with the repair times?

Under active investigation, but there are cost implications and contractual arrangements with the VMs to consider

The Chairman asked for the Forum to be kept up to date with progress.

Dave Shepherd felt that this was a hugely important liability issue for repairers and insurers as repairers were being audited by insurers on repair methodology and there were a growing number of 'grey' areas, particularly health and safety and safety related matters that were unclear within the system.

It was agreed that this issue covered BRIC's point 9 and ABP Club's point 15.

Jon Parker suggested a number of repair contracts were promoting Thatcham methodology even though the insurers were specifiers of manufacturers' times via Audatex.

Gerry Braddock asked that system be able to identify where to locate appropriate sources of methodology, be they derived from manufacturer, Thatcham or AIRC's TIPS.

ACTION:

Audatex to provide progress report on vehicle manufacturer methodology links.

15) Can Audatex identify the relevant types of metal used in a vehicle when any work involving repair or replacement is marked up?

See 14 above

16) We receive many complaints that it is not clear what is and what isn't included in the Audatex system. What can Audatex do to help with this problem?

ACTION:

To be referred to the Technical Committee and Audatex User Group. Technical Committee to draft common list.

17) The manufacturer times in Audatex are based on new vehicles. What can a user do to allow for any additional time due to age or damage?

ACTION:

To be referred to Technical Committee, although also considered to be a user awareness issue.

18) The system transparency team presented at the last ABP Club meeting and said they were just about to start on the Audatex manufacturer times module. Do you think that Audatex will pass their scrutiny for "clear, easy to understand, transparent data"?

Jon Parker reported that he was receiving the fullest co-operation from all systems houses including Audatex for this initiative.

BRIC – submission by Shaun O'Reilly, Research Director BRIC

1. Corporate Social Responsibility (CSR)

BRIC has the following statement written to it by one of Audatex largest customers:

"You [BRIC] also raised the question of transparency of Audatex, its fit with manufacturer times, and the overall governance by the business stakeholders

to Audatex. I think these comments are valid and my team are seeking to address them”

Would Audatex like to comment on this and the progress that it is making to rectify this perception. The questions that BRIC raise below all bear on company behaviour in general and are relevant to Audatex activities in the repair market.

Shaun O'Reilly observed that there had been an unhappy history between Audatex and some repairers although with the advent of this Forum, and the other bodies (listed in (2) below) there now appeared to be a mood within the industry and Audatex to move matters forward. While the proof of the pudding would be in the eating, he said, BRIC's previous concerns were now being successfully addressed and transparent processes to properly deal with repairers' concerns were now evolving.

2. Aims, objectives and membership composition

We would like to have details of these relating to the following

- a. The Audatex Advisory Board
- b. The Audatex Industry Forum with the Advisory Board
- c. The Technical Committee

See ABP Club point 2

3. The creation of a user group

We would like to ask if Audatex will agree to set up a user group to take in feedback from users. This appears to be lacking at present.

Robert Hadfield distributed a document outlining plans to consider an Audatex User Group and asked the Trade Bodies to encourage their members to respond.

It was suggested that there was a need to determine who within the business would be an appropriate target for such a group as individuals may lead development and enhancements of products and services in a direction not appropriate to those who ultimately pay.

Gerry Braddock felt that the VBRA was the appropriate conduit to Audatex for its members, although he acknowledged that member response to previous surveys relating to Audatex had been less than 8%.

Shaun O'Reilly felt that it was important for users to have a method of input and that current repairer apathy may be the result of negative experiences relating to a previous Audatex user group.

Neil Kirk suggested merging the proposed User Group with the Technical Committee, although it was agreed that two functions were distinctly different – one was a pan-industry forum to address detailed technical issues within the database, system and associated products, while the other was to enrich knowledge and development of Audatex products and services within the repairer community.

ACTION:

To be discussed further by the Advisory Board

4. Training of estimators and engineers

BRIC consider the training of estimators and work provider engineers would be best undertaken in joint sessions. It believes that this training should not involve any “negotiation” element but should be delivered neutrally in order to build trust between the two sides.

Paul Tucker said that training courses provided by Audatex drew no distinction in content between estimators and engineers and that many courses were of mixed attendance.

Shaun O'Reilly said there was a perception in the market that this was not the case and when asked by the Chairman if any of the trade bodies had specific evidence to support this perception, the response was a unanimous “no”.

5. Publication of the research that supports the statement that on average some £300 is missing from each repair estimate

It is reported that some £300 is missing on average from every repair estimate. It would help the repair industry if this research could be published so that it can better understand what the issues are.

The Chairman asked where this figure had originated and Shaun O'Reilly responded by saying that it had come from the RMI.

Jeff Mack said the figure had originated from an Audatex presentation at a series of RMI roadshows and had subsequently been corroborated by Ian Kay of Peugeot and Chris Mann of Bodyshop Magazine.

Paul Tucker expressed surprise and concern over the figure and promised to investigate the source and context of any statement made.

Keith Reed revealed that he suspected the figure had been a benchmarking exercise, although benchmarking within Ford's repair network has generally indicated that the shortfall would be much less than £300 based on an average Ford estimate.

James Terry felt there was a need to put the figure into context to prevent misleading propaganda.

ACTION:

Audatex to investigate source and substance of benchmark speculation and report back.

6. Help desk support to repairers

We would like to understand the current performance of the help desk and discuss this process.

Shaun O'Reilly reported that Helpdesk performance had improved dramatically in the past few months. It transpired this was a perception based on an improvement in the escalation process between the UK and Minden. Richard Salters confirmed service levels had in fact been running at a consistent high level for a number of months - 86% of calls being answered within 30 seconds, a less than 4% abandoned call rate and 80% of all calls being resolved within 4 hours.

Paul Tucker agreed to publish details of the Helpdesk process and performance results

ACTION:

Details of Helpdesk Performance Results and Processes to be published on the Audatex Website

7. Dressing of welds:

Are these included in Audatex times?

ACTION:

To be considered by Audatex Technical Committee

8. The use of manufacturers times

The serious changes made by Porsche last year to its standard times exposes a serious flaw at the heart of the Audatex product. What steps are being taken to inform customers of such changes in future?

Paul Tucker explained that times provided by manufacturers were treated independently and neutrally. Times and prices were implemented on receipt from

manufacturers. He agreed that it would be helpful to draw attention to significant data changes and that this could be achieved via the Audatex website.

Shaun O'Reilly said this was a step in the right direction, although he would prefer to see prompts within the system where changes had occurred and cited recent promotional material from a provider of manufacturers' mechanical data where changes were highlighted within the provider's electronic system.

Alan Doughty supported the need to provide such advice, although he felt that it should reflect only significant change otherwise all parties may suffer information overload as a result.

Paul Tucker confirmed Audatex's willingness to respond to customer needs and asked that if any user experienced any times related issues, they should report these immediately to the Helpdesk for investigation.

ACTION:

Audatex to report significant times and price changes on the Audatex website and investigate application processes to enable significant times, prices and data changes to be identified within the system.

9. The provision of model specific safety information to estimators

Cars are becoming more and more complex to repair. What steps are being taken to provide estimators with appropriate safety information that is best provided at the point of estimate?

See ABP Club points 14 and 15

10. Aggregated times

We believe there is a system error in how times are "aggregated" to make up for a larger task. What steps have been taken to rectify this error and to warn users about using the facility that generates this error?

Shaun O'Reilly explained that four repairers had run a test that appeared to show system errors across a number of vehicle makes and models. It was agreed that full details should be made available to the Technical Committee for consideration.

Richard Salters re-affirmed the request that any such apparent anomalies be reported to the Helpdesk for investigation and prompt correction where necessary.

Jon Parker said that aggregated times were on the Estimating Systems Transparency team's agenda for all systems and any issues would be exposed at the time of audit.

ACTION:

BRIC's submission to be passed to Audatex and the Technical Committee for investigation.

11. Independent audit and transparency to the user.

These two issues are not the same. What steps are being taken to improve the transparency to users so that they can see quickly and clearly what is or what is not included in an estimate?

See ABP Club point 16

Shaun O'Reilly felt the system lacked the equivalent of 'P' pages that are found in US estimating systems. These provide work schedules linked to repair methods.

Paul Tucker confirmed that Audatex would look at this request and report back to the next meeting.

Jon Parker confirmed that Thatcham Times linked consistently and seamlessly to Thatcham repair methods, although due to the multiple approaches of VMs, it would not be easy for Audatex to link manufacturers times and methods.

ACTION:

As at ABP point 16

Also Audatex to report back to next Forum meeting.

12. Xirallic paint

Users have noted the Audatex statement on Xirallic paint but users find it very difficult to identify paint types. What repairers and insurers really need is the paint identified type from individual VIN number or from other details. Are Audatex taking any steps to provide a solution for their users?

Richard Salters confirmed this was currently a manual step down process of paint types linked to model specifics whereas he agreed that an automated VIN number identification programme would be beneficial.

He confirmed that Audatex were working on a link to VIN data provided by manufacturers as well as extracting registration details from sources such as DVLA.

They are close to launching a pilot which will be announced. It was agreed that to have this automatic function integrated at point of estimate would be highly desirable.

Estimating Systems Accreditation – no submission

Jon Parker had attended the Forum as an observer and explained that it was not his intention to discuss any issues before the Accreditation audit of Audatex had been completed.

MVRA

In March 2005, the MVRA sent out a questionnaire to all bodyshop members, asking those who used the Audatex estimating system to complete it and return it. The MVRA wanted to have an accurate insight into its members' use of and views of the Audatex system in order to fully represent their views and concerns at the Audatex meeting on April 27th. [Click here](#) to read the results.

RMI

1. Certification for VM approved programmes.

Jeff Mack explained that an RMI member had asked him to raise the issue of the requirement for the multiple certifications of Audatex users by vehicle manufacturers.

Richard Salters said to consider this point, there was a need to first reconcile manufacturer training course content and should manufacturers be in agreement that content was substantially the same, there could be a case for consolidating the process.

2. CAPS (dealt with under ABP Club Point 1)
3. Systems transparency initiative (dealt with under ABP Club and BRIC submissions)
4. Sundries allowed in the system. (RBS) (regarded as a commercial matter and not something that Audatex or the Advisory Board could comment upon see also VBRA comments and response below)

The Chairman then raised the fact that he had been told that Jeff Mack was uncomfortable with the concept of the Audatex Industry Forum, believing that it encroached on a concept launched by RMI that sought to bring insurers, manufacturers, suppliers and repairers together. By way of clarification, the Chairman explained the Audatex Industry Forum had been conceived some months previous and it was meant to address issues relating to Audatex and its customers and not consider broader industry issues. Jeff Mack confirmed that he was comfortable with this explanation.

ACTION:

Investigation into VM training overlap by Audatex and report back to next meeting

VBRA – submission by Gerry Braddock, VBRA Project Manager

The VBRA is gravely concerned with regard to the apparent “Cherry Picking” of sections of the Audatex system, to suit individual Insurance company interpretation. This is always in favour of the insurance company or work provider, and certainly not the repairer.

We believe there needs to be one version of the Audatex system used by all insurance companies and work providers, plus inevitably their menu of charges and this should be standardised also. Think of the simplicity of estimating using one set of rules.

Is it ethical that Audatex be party to the different approaches within their system?

With the arrival of the “Labour only” (Zurich) & “Cost Plus” (RSA) contracts it is imperative that the system remains consistent in its content, and use. It is of grave concern that the engineers will chip away at the only profit centre left to the repairer.

All the above items were explained by Gerry Braddock as perceptions provided by some of his members and while there was agreement that the plethora of work providers’ commercial requirements made life difficult for repairers, there was nothing that Audatex could or should do to try to harmonise contract terms. These were industry issues and ones that enabled insurers (and similarly repairers) to operate commercially.

The Chairman referred to the question relating to ethics and asked that if there were any examples of unethical behaviour by Audatex, they should be reported immediately to the Forum.

There is ongoing concern as to the high cost of Audatex training. However, no one would doubt the quality.

Richard Salters responded by saying that Audatex were trying to make training as accessible and cost effective as possible by promoting courses at 16 regional centres thus obviating the need for trainees to incur accommodation and travel costs and be away from work for prolonged periods.

ACTION:

Audatex agreed to circulate a schedule of available training courses and costs

Allianz Cornhill - Submission by Mark Traynor

- * Quality, ability and overall effectiveness of the repairer 'estimator' excluding any software packages available?
- * Can the estimator correctly identify a vehicle even if it is not "badged"?
- * Does the 'estimator' understand the "technologies" built into the vehicle?
- * Does the 'estimator' understand repair methodology?
- * Can the 'estimator' construct an accurate assessment or estimate without the use of a software package?
- * Does the estimator truly understand the significance of a "right first time assessment" in relation to its onward transmission to an insurance work provider? Workflow, entry onto a back office system, salvage, MIAFTR, etc, etc.
- * Training - What training is being effected by insurers and repairers alike on both
 - 1 - Estimating without a software package
 - 2 - Transferring that skill into use with a software package
- * IMI / Thatcham - Bodyshop Technician Accreditation, there is a need for an estimator standard

The current profile only covers Fitter, Panel & Paint only. These people are tomorrows estimators?

The spirit of the Audatex Industry Forum is to "allow the bodyshop trade organisations to raise any issues their members may have relating to Audatex"

You may now be staring at my list of concerns above and thinking where do the two fit together?

I and many others including yourself have actually seen the Allianz Cornhill / Approved Repairer joint certification in full flow I feel that there is work to be done as far as 'estimating basics' are concerned in relation to "allowing the bodyshop trade organisations to raise any issues their members may have relating to Audatex"

The Chairman drew together the points made by Mark Traynor which suggested that estimator knowledge was inadequate.

Jeff Mack reported that apathy for Audatex training among RMI members was such that when a discount of 45% off training charges had been offered, only 17 out of 3,500 members took it up.

Shaun O'Reilly pointed out that there was an absence of recognition of the role of estimator in the IMI/Thatcham certification process and Jon Parker sensed apathy within the estimator community for the Estimator Accreditation exercise being undertaken by the IAEA.

Dave Shepherd raised the fact that there were no dedicated centres to get estimators trained.

It was agreed this was essentially an industry matter and one that could only be addressed through the imposition of standards required by work providers.

Jeff Mack said that he had addressed this matter in a recent review of the RMI's QC standard, but had now put the matter of standards on hold following the work being undertaken by the ABP Club for a single industry standard.

esure – Submission by John Pritchard

Following on from Paul Tucker's letter of 16th March addressed to Gordon Hannah, asking if we had any issues we would like to raise at the Forum on 27th April, please find below the feedback I received from a recent workshop.

- Would like more transparency on make up of times and how can this be achieved with different vehicle manufacturers. Possible link to technical data.

Dealt with in previous submissions

- Zone 99

Have specific work provider menu price items in work provider profile which links direct as check box in Zone 99. This can also work with Auda Audit.

Can be handled through Audafile

ACTION:

Audatex to contact John Pritchard

Link to paint manufacturer colour websites and bodyshop can input colour code which determines paint type and then calculates the cost.

This was considered a variation of the VIN request, mentioned earlier. It was felt that a VIN number could not always provide colour information.

Neil Kirk said that PPG had previously offered their database which would provide easier colour identification.

David Cresswell felt this could be a quick win that would reduce friction during negotiations.

ACTION:

Audatex to approach PPG to access their colour database

Would more accurate costing of paint and materials lead to reduced costs for insurers without disadvantaging repairer?

This had been raised previously and the paint companies had not wanted to co-operate. It was felt that to replace the current aggregated paint data with individual manufacturer price lists would raise more problems than it solved.

Vin plate link to identify correct model.

Discussed previously

Speed of the Enterprise system both for insurer and repairer.

Discussed previously

Any Other Business

Mike Monaghan asked if there was any truth in the rumour that Audatex were launching an accident management initiative. Paul Tucker responded by saying that accident management was not part of the company's current strategic thinking.

Closing remarks

The Chairman thanked everyone for their positive input and felt the Audatex Industry Forum had been extremely productive and invaluable in addressing both real and perceived issues. He suggested that notes of the meeting should be published on the Audatex website and that there should be a further Forum, earlier than previously announced, to report progress. In response, Paul Tucker said it was his intention to 'get things off the table' as quickly as possible and that there had been nothing raised that he felt uncomfortable with. He confirmed he was happy to continue with the constructive format of the Forum.

It was left for the Audatex advisory Board to determine the date of the next meeting which will likely be within the next two to three months.