



Automotive Service Association®

COLLISION OPS NEWS

A bimonthly news update from ASA's Collision Division.

Sept./Oct. 2016



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**Recent activities of the ASA Collision Division
Operations Committee ...**

COC at NACE | CARS

As with everyone associated with ASA, the Collision Operations Committee (COC) members were well represented at the 2016 NACE | CARS Expo & Conference in Anaheim, Calif. Many of the collision-focused training topics were first suggested by the COC as part of their involvement with helping to create a valuable and compelling training experience for both collision and mechanical shop members. The special session on vehicle scanning, moderated by Mike Anderson, drew a large crowd to hear about the technological changes in the industry that are affecting, or have the potential to affect, collision repair shops nationwide. Members of the COC joined more than 200 colleagues at the MSO Symposium and took full advantage of the wealth of both management and technical training available at the show.

**Call for Input on Technology Issues
for Collision Shops**

A recent meeting in Washington, D.C., on the telematics issue explored how service and collision shops can get the tooling necessary to cope with this new technology. The COC has been approached to provide input on which types of issues involving technology are causing collision shops to send cars back to the dealer. The COC is already gathering information on this topic to pass along to ASA leadership involved in the technology and telematics issue to ensure that their needs are being considered as we move forward. For example, vehicle scan times are a subject for discussion and need to be established. It's not just the scan time, it's the diagnostic time as well, and a robust understanding of the process is necessary for the industry to establish baselines for the impact on the repair process and cycle times. If you have information to share on this topic, feel free to forward it to asainfo@asashop.org for inclusion in the work being done by the COC.

**New AMi Learning Management System
Presentation**

Jeff Peevy, president of the Automotive Management Institute (AMi), provided a detailed overview of its new Learning Management System (LMS), which is being used to deliver management training online. It includes six new front-office and management certificates and professional designations, access to more than 100 relevant online courses, career paths and a new website.

AMi now offers Customer Service Certificates and Professional Designations for Office Manager, General Manager and Master General Manager, specifically for collision repair and mechanical service repair segments of the automotive industry. Each level of recognition is a step toward the next level, building a clear professional development pathway, and will provide the necessary training to improve operational performance.

In addition, the next generation of AMi now provides a suite of learning support tools, including a free program to help identify personal learning style and an industry Training Provider Directory. The Training Provider Directory offers a searchable database of management and technical training for both collision repair and mechanical service and repair segments.

All the Best for the Holidays!

Both the MOC and COC wish everyone a Happy Thanksgiving! We'll be back with our year-end review of all activities in the next edition.

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