

Repairer A comments on the MSXI survey report

Dear Sirs.

May i take this opportunity to make comment on the MSXI. report findings it comes as no surprise that 57% of vehicles were not repaired to their original condition and although there may be many reasons for that ie poor workmanship, proper processes and procedures not being followed also the use of mandated poorly fitting body panels etc. but the blame cannot be laid purely at the repairers door as there are many contributing factors and it goes without saying that in these times of cost savings and cut backs that the end product and the quality suffers. When it comes to vehicle repair after it is involved in an accident what is required to carry out that repair is firstly the proper time and attention given to that repair by skilled tradesmen and a proper re numeration for that labour unfortunately the rates being paid to vehicle body repairers is less than is realistic, and in my opinion many corners are cut in order to try and make some profit that along with strict and controlling time schedules produced on estimating systems which again do not reflect in many cases the proper time required to repair that vehicle leaving the operative working against the clock i am not saying the estimating systems are solely to blame as they are produced purely as an estimating aid but unfortunately work providers use them as their bible with no distinction between what the time schedules state and what is actually required these time schedules are produced without in depth study or physical repair of accident damaged vehicles but are measured and applied across the board and can be less than transparent in what is allowed within these published repair times as i say without proper timed study of all operations ,i could go on but i do not lay the blame for all poorly repaired vehicles with work providers or estimating systems but i do believe that providers should not be allowed to set repairers rates with only one aim to save money and should encourage our industry to reinvest in equipment and training many repairers will tell you that with the mandating of parts and paints where work providers receive kick backs leaves very little return for the repairers it is very far from a free market.

The mandating of paint companies by work providers for year end kickbacks only adds to the costs of paint materials where these payments are funded by an annual increase in the costs of paint and this in turn adds to the costs we have to charge the general public these additional costs i do believe that the cost of paint materials in the UK are the highest in Europe.

I hope my opinion (And it is purely my opinion) on the matter is considered constructive and not derogatory or looking to lay blame with a single body but purely highlight some of the many contributing factors to the ills of this industry.