

# AARN

Australian Accident Repair Network Pty Ltd

## Objectives & Guidelines

### Corporate Objectives

**To be a national network of well-respected, quality collision repairers that is committed to the proactive co-operation of all stakeholders.**

**This will be achieved by creating a culture that is conducive to identifying leading edge technology, professional excellence and the development of members benefits, thereby contributing to the lifestyle of its members and their employees which will result in the highest level of customer satisfaction.**

**As a result of the diligent implementation of its objectives, AARN will become known as “The Accident Repair Network’ within our region.**

***“People acting together can accomplish things which no individual acting alone could ever hope to bring about...” Franklin Roosevelt***

## WHO IS THE AUSTRALIAN ACCIDENT REPAIR NETWORK?

The Australian Accident Repair Network are a number of like minded individuals in the panel repair industry who have formed an association based on fostering trustworthy relationships, and quality systems and procedures.

The Network is dedicated to implementing improvements at all delivery points along the value chain. The stakeholders in the chain being: -

- **The Customers**
- **Panel Shop owners**
- **Panel Technicians**
- **Panel Support Teams**
- **Suppliers/Dealers/Manufacturers**
- **Financiers**
- **Insurers**

AARN seeks to gain a reputation in the Industry as a body, which demands the best locally, nationally and internationally! Ensuring its members are strategically positioned to take advantage of the opportunities as the industry faces the challenges ahead.

## OUR VISION

To be a national network of high quality Vehicle Repairers who build and maintain their business with all stakeholders on a bona fide relationship – where trust forms the cornerstone of all transactions, events and happenings throughout the repair procedure.

## OUR MISSION

To establish a membership base committed to an ever-improving set of operating standards designed to promote the standing and image of network members. To provide efficiency in the repair processes, documentation and communication that will be transparent and will build trust with all stakeholders, ensuring benefits at every point along the value chain.

## AARN REPRESENTATIVES

### **Bryan James**

Director

Bryan is a CPA Accountant and together with John McGillivray founded MJC Partners in 1980. He specializes in Business Development and Tax Planning for small-medium organisations, and holds a degree in Economics (Monash University)

### **Paul Sprunt**

Director

Paul has been involved in the panel repair industry for 28 years. He has owned and operated his own panel repair business for 22 years. Paul currently possesses the very successful Fawkner Body Repairs. He has accumulated a vast amount of knowledge about the operation of all aspects of vehicle repair business.

### **Tony Rugolo**

Director

Tony has previously owned and operated his own panel repair business and been involved in the industry for the past 32 years. He owns and operates Prinz Australia, a distribution company specializing in the sale and distribution of consumable products to vehicle repairers, is the South East Asian distributor for Car Bench and Victorian distributor of Du Pont.

### **Geoff Bedford**

Manager

Geoff has extensive experience within the Motor Vehicle Industry working for General Motors Holden Australia and with GM in the Asia Pacific region for over 29 years. He has had numerous managerial and executive positions within the key areas of sales operations, retail dealer management and most recently in the Holden Dealer Network area.

### **Michelle Byrne**

Network Co-ordinator

Michelle has been involved with Finance, Office Administration and Human Resource roles over the past 23 years and most recently in the Forklift industry where she held all 3 key positions. She holds certificates in Business Accounting, Human Resources and Occupational Health & Safety.

## **AARN MEMBERSHIP GUIDELINES**

Membership is based on the highest quality standards in the industry.

These standards are centred on the following critical areas: -

- **Customer service procedures**
- **Automated purchasing and parts control**
- **Workshop procedures and standards**
- **Equipment Usage and Calibration Standards**
- **Approved Insurance Company Relationships**
- **Corporate and Personnel Presentation Standards**
- **Computerised Estimating and Accountancy Systems**
- **Quality Management Information Systems and controls**

More importantly, members are committed to operating transparent businesses and building bona-fide relationships with suppliers, work providers, and all participants in the repair process.

## **MEMBER BENEFITS**

- ◆ **Value Added Products & Services with ongoing development of these benefits for Members and their employees**
- ◆ **AARN Regional Meetings and Seminars aligned to Industry Events**
- ◆ **Evening Seminars for Members and key staff**
- ◆ **Business Briefings including Industry and relevant guest speakers**
- ◆ **Bi-Annual Conferences**
- ◆ **Opportunity to participate in Member Regional and National Advisory Group to AARN on a rotational Basis**

## TRAINING

AARN in association with its members will identify training opportunities and technical advances for the management, administration, and technical staff to ensure its members can be at the forefront of change in the industry, and to cope with required increases in productivity and improved work practices.



**Workshop Systemisation**



**Training in Safety**

### **Technology Advantages**

Incorporating the most technologically advanced systems available  
Keeping ahead of the Industry Standard



# Network Membership Guidelines

## FIRST IMPRESSIONS

**1. EXTERIOR PRESENTATION**

Exterior maintenance and presentation of the premises shall be of an immaculate standard, crediting the image to be projected by AARN members. Exterior areas' will be kept free of rubbish, gardens maintained, windows and external walls washed and concrete or paved areas swept.

**2. SIGNS**

Existing signs and advertisements will be displayed in a manner that provides adequate safety and viewing for all customers on both passing and entry of establishment.

**3. CUSTOMER PARKING**

Adequate customer parking that is sufficiently signed, convenient and controlled to allow the customer use.

**4. ADVERTISEMENT**

Appropriate listing in telephone directories, emphasising email, facsimile and 24 hour service number(s).

**5. TELEPHONE CONTACT**

Establish and maintain an internal company telephone technique that provides all customers with a professional and friendly service. Provide the appropriate equipment, staff and training to optimise the clients perception.

**6. OFFICE**

Office facilities shall be of sufficient size to undertake normal business. Office access shall ensure that the customer is not required to enter restricted area's that could cause injury or cause offence. The entrance shall be clear of unauthorised material and clearly marked to ease any client confusion. Office equipment will be in keeping with the current computerised standards which would include: accounting software, e-mail and internet access.

## LASTING IMPRESSION

### 1. PRESENTATION AND DECORUM OF STAFF

The comfort and reassurance felt by the customer will reflect the professional image of the company by their presentation and proficient behaviour. Frontline staff will adhere to a professional business standard of dress, which may include uniforms.

### 2. CUSTOMER SERVICE AREA PRESENTATION

- Refreshment facilities will be available within this area for the client's convenient use. This facility will be stocked and cleaned daily and shall reflect the professional image projected by the company.
- The client will have access to reading materials of a nature reflecting the professional image of the company.
- The reception/waiting area will be designed to minimise noise from the workshop.
- Seating will be provided for the customer that is of a standard to reflect the company's professional image.
- Climate Control of the area will be maintained by both heating and cooling to ensure the comfort of the customer.
- Restroom facilities will be provided that are clean hygienic and of a standard to credit the professional image projected by the company.

### 3. CUSTOMER SERVICES

- Writing facilities will be provided for the customer to complete claim forms as required.
- Assistance in the preparation of Claim forms will be available to ensure the correct documentation is completed as per insurance company standard.
- Telephone and internet access will be available to customers for Insurance claim, repair and personal use.
- Insurance forms will be available to customers if required.
- Satisfaction surveys are integrated into the delivery and follow up processes.
- All front line staff knows customer complaint procedures and policy.

### 4. DELIVERY

Customers will be offered the service of delivery of either; personal transportation or delivery of their vehicle if this service is required.

- Driving a customer's vehicle  
Should any employee drive the customer's vehicle a drivers plastic seat cover and paper carpet protection shall be used and the driver will be of appropriate skill and appearance to confidently reflect the professional image of the company.
- Driving a customer  
Should a customer require the service of personal transportation to or from the company premise, the vehicle in which they are driven and the driver of such vehicle will be of appropriate skill, licence, and appearance to confidently reflect the professional image of the company.

**5. POLICY STATEMENT**

A framed or mounted copy of the facilities Policy Statement / Mission Statement will be displayed in the customer service area.

**6. CERTIFICATES**

All certificates relating to permits of approval and business and personnel qualifications shall be displayed for the customer's perusal.

**7. STAFF REQUIREMENT**

Trained or industry qualified staff, In all areas' including administration

**8. ESTIMATING SYSTEMS**

An acceptable Industry based computer estimating system will be operational with relevant staff trained on use.

**9. QUALITY ASSURED**

The member has a quality assurance program and conducts and records mandatory audits as specified by the standard.

**10. GUIDELINE INTEGRITY**

Members and Collision Repairers seeking membership in most cases will already meet these guidelines as a clear objective of AARN is to represent those repairers who strive to meet the highest standards. In the case where applications are received where some guidelines are not completely met then provisional membership can be granted on the basis that all the guidelines will be met according to an agreed action plan and timeline. Both AARN employees and the Regional advisers will assist these members to meet the guidelines and the implementation deadlines.

In the event that AARN in consultation with the Regional Adviser believe the Network Membership Guidelines are not being maintained by a member then we will work with that member to develop an action plan and time line to rectify the situation. If the action plan were not implemented then Membership would not be renewed.

**11. NEW MEMBER APPLICATIONS**

Applications for membership to the Australian Accident Repair Network Pty Ltd can be made by contacting the Network Manager who will facilitate the application process. The Management of AARN will assess all applications for Membership in consultation with the relevant Regional Advisers prior to final acceptance by the Directors of AARN.

## 12. EQUIPMENT STANDARD

The following are mandatory levels of equipment for the members' workshop.

- Spray booth(s); specified to standard AS/NZS 4414
- Body alignment jig and/or measuring systems
- MIG and Inverter Spot welders with associated equipment
- High strength steel capability
- Hoist with working safety device
- Paint mixing scheme
- Ventilated paint preparation room
- Approved solvent disposal system as per EPA requirement
- Range of detailing/valet equipment

The following are recommended equipment for the members' workshop.

- Parts storage containers or cages
- Centralised dust and fume extraction system
- Range of hand tools equipped with dust extraction
- Infra-red paint drying cassettes (Mobile Units)
- Computer body measuring system
- All work areas will be equipped with fire extinguishers, range of protective clothing, health and safety signage as per EPA and OH&S requirements. An equipped first aid kit, along with notification of the allocated first aid officer must be kept in a convenient location within the workshop.

## 13. GENERAL EQUIPMENT

- Safety equipment as per Occupational, Health & Safety standard
- Work/Trade equipment for all areas' to be supplied to assist the technician in the completion of tasks in a fast efficient manner maintaining a quality standard
- Waste Control Equipment as per EPA standard