



Press Release

Society of Collision Repair Specialists • P.O. Box 909, Prosser, WA 99350 • (877) 841-0660 • Fax (877) 851-0660

FOR IMMEDIATE RELEASE

For Further Information

Contact Dan Risley, SCRS Executive Director

Phone: (708) 598-3384 or e-mail: danrisley@scrs.com

2008 SCRS Annual Meeting Features Two Presentations of Importance to Repairers

*Appearance by Director of the Pennsylvania Office of Insurance Consumer Liaison
and panel discussion on lean manufacturing highlights this year's program.*

Prosser, Washington, March 24, 2008 — A pair of presentations on topics vital to today's collision repairers highlight the 2008 Annual Meeting of the Society of Collision Repair Specialists (SCRS), scheduled for Tuesday and Wednesday, April 15th and 16th, at the Crowne Plaza Hotel in Philadelphia, Pennsylvania. **If you would like to attend these presentations, please RSVP to Linda Atkins in the SCRS Administration Office via phone 877-841-0660 or by email to info@scrs.com by April 4th.**

A discussion on lean manufacturing, a concept that has recently taken hold in the collision repair industry, will take place at 8:30 a.m. on Wednesday. An efficient production system originated by Toyota Motor Company, lean manufacturing is designed to reduce unnecessary waste in the collision repair process.

“Over the past five years, collision repair shops have begun to embrace lean production principles in order to meet the challenges of changing market dynamics,” states panel member Steven J. Feltovich, Manager of Business Consulting Services for Sherwin-Williams Automotive Finishes. “The intensifying demands of insurance companies and increasing customer requirements are the major influences necessitating this transformation. By learning and implementing lean production principles, shops have proven to produce higher yields, eliminate waste and improve profitability.”

Panel member Steve Schaefer—President of Schaefer Autobody Centers in St. Louis, Missouri and a partner in @ccelerate, a company that facilitates theory of constraints (TOC) implementations in the collision repair industry—agrees that the subject is a timely one. “Understanding the principles of lean manufacturing is important,” he begins, “so that every stakeholder in the collision repair industry can successfully remove as much wasted motion as possible. By ‘wasted motion,’ I mean anything that does not serve the true needs of the customer. Step one in the process is understanding those needs.”

Ken Friesen, President and CEO of Concours Collision Centres Ltd. in Calgary, Alberta, Canada believes by sitting on the panel, he can help clear up confusion regarding the subject. “For one thing, lean manufacturing is not a quick fix for all that ails your business,” he notes. “To make it work, it takes a lengthy commitment as it is a highly disciplined, process-centric approach to production.”

Also on Wednesday beginning at 10:15 a.m., immediately following the panel discussion, Cindy Fillman, Director of the Pennsylvania Office of Insurance Consumer Liaison, will speak about the role of the Department of Insurance and how it can help collision repairers. With the current unrest permuting the industry, SCRS believes it is critical to have repairers become more engaged with their respective departments of insurance. Ms. Fillman's presentation will give attendees valuable insight into two areas:

- How the Department of Insurance and repairers can work closely together through SCRS.
- A discussion of selected hot-button issues in Pennsylvania, including steering and what action the Department of Insurance is taking in regard to it.

"Recently, we had the opportunity to conference with several representatives from the Pennsylvania Department of Insurance, and it was enlightening," says SCRS Executive Director Dan Risley. "They were clearly engaged with industry issues and put a lot of energy into resolving complaints involving insurance companies. They suggested using SCRS as a resource in getting their job done.

"SCRS prides itself on remaining topical so that we can anticipate the latest industry developments and help our members take a successful, proactive approach to dealing with them," states SCRS Chairman Farzam Afshar. "Our commitment to that goal is reflected in the agenda of this meeting, a diverse program unified by the underlying theme, 'Working Together Is the Most Important Work We Do'."

Other events of interest taking place over the two days include the SCRS annual election, which marks the installation of new SCRS officers, and the SCRS Corporate Awards Dinner. For the convenience of attendees, the SCRS Annual Meeting is being held in conjunction with Collision Industry Conference (CIC), which takes place on Wednesday, April 16th in the afternoon and Thursday, April 17th. A more detailed schedule of events is available on the SCRS website www.scrs.com.

Through its direct members and 35 affiliate associations, SCRS is comprised of 6,000 collision repair businesses and 58,500 specialized professionals who work with consumers and insurance companies to repair collision-damaged vehicles. Additional information about SCRS including other news releases is available at the SCRS Web site: www.scrs.com. You can e-mail SCRS at the following address: info@scrs.com.