

# MCRS

**MONTANA COLLISION REPAIR SPECIALISTS | WWW.MTCOLLISIONREPAIR.COM**

## ***DuPont and NCS Bring Mike Anderson Back To Montana! March 2nd at Helena***

The Montana Collision Repair Specialists Spring Meeting will be in Helena, March 2nd. DuPont Performance Coatings and NCS are bringing Mike Anderson back to Montana for this relevant and important seminar. Anderson is introducing a brand new class, Parts Procurement – Best Practices. **In the average collision repair shop, parts are typically 38-40% of the average repair cost. In this brand new seminar, Mike addresses every aspect of parts management, from accounting for parts on a Profit and Loss statement, how to make adjustments for WIP, the best reports from your management system and so much more. The seminar discusses how to utilize technology to get the right part the first time and includes an overview of FREE websites that allow you to see all of the same parts diagrams as the OEM dealers. Have you been looking for a proven method for getting the right part every time. In this seminar, you'll learn not only what mirror matching means, but who should be responsible for it and how to exactly mirror match parts correctly. You'll learn everything you need to know in order to implement these procedures in your business.**

In addition to the Mike Anderson seminar, there will be an Industry Round Table Discussion, moderated by Mike Anderson at the luncheon. Starting the day is the MCRS Business Breakfast Meeting reporting on association business and looking for feedback from Montana's collision industry.

**Mike Anderson Brings Parts Seminar to Montana!**



*As an Industry Consultant I get the opportunity to work with shops as well as Trade Associations around the country. I can say unequivocally that there is not another association as strong or as passionate as the Montana Collision Repairers Specialists. Their leaders truly walk the walk and not just talk the talk. They set the bar for how an association should be. Kudos to the leaders as well as members of the MCRS. — Mike Anderson*

### **Communication AND Support Through MCRS**

Thoughts and observations from long time MCRS member, Jeramy Myers, Flawless Auto Body, Great Falls. "MCRS is knowledge to me and I plan on participating more, it is a very powerful tool for my business. I recognize the tremendous effort MCRS puts into my industry and they have helped me immensely. I had reason to be talking with the Insurance Commissioner's office in Helena, they asked if I was a member of MCRS? I said I was and they told me what a great organization MCRS was and they looked forward to working with us more efficiently in the future! As a member of MCRS-you are not ALONE! I thought I was in the ring by myself and come to find out we have such a strong group of body shop owners that are willing to work with each other and help each other, that we are not in the ring alone. Reach out- call MCRS members and work together. We all have the same problems- these guys are helping me find solutions for my business. I can't say enough about what this association means to my business and to me!"

**FIND MEMBERS AT [mtcollisionrepair.com](http://mtcollisionrepair.com)**

# MCRS

Montana Collision Repair Specialists Association

## 2013 Spring Meeting

March 1 and 2, 2013

Mike Anderson is Back!

### Parts Procurement – Best Practices

*The Great Northern Best Western - Helena*  
406-457-5500 MCRS Room Rate \$115.00

#### Agenda

- March 1 6:30 PM-? Informal No Host Gathering Silver Star Lounge  
 March 2 7:30 - 9:00 MCRS Business Breakfast Meeting  
 March 2 9:00 A.M.- 12:00 Mike Anderson **Parts Procurement-Best Practices**  
 March 2 12:00 – 1:30 Luncheon Montana Industry Round Table  
 March 2 1:30 - 5:00 Mike Anderson - **Parts Procurement-Best Practices**  
 March 2 6:00 – 7:00 No Host Gathering Silver Star Lounge  
**On Your Own – Downtown Helena Dinner – Drinks – Dancing**  
 MCRS Members \$200.00 - Additional Attendees \$150.00  
 Non Members \$250.00 - Additional Attendees \$200.00  
 Breakfast, Lunch and Breaks Included

#### Register NOW !!!

Room Rate Until 2/15

**COME TO HELENA**

Business Name \_\_\_\_\_ Phone \_\_\_\_\_

Attendee Name \_\_\_\_\_ \$ \_\_\_\_\_

Second Attendee \_\_\_\_\_ \$ \_\_\_\_\_

Total \_\_\_\_\_ \$ \_\_\_\_\_

**Mail to: MCRS 1000 Silurian Lane Sidney, Mt. 59270**

*If you have questions, please call*

**Admin. Janet Chaney 480.720.2565**

## SEE YOU IN HELENA

MTCOLLISIONREPAIR.COM

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## Industry News

### Innovation + Determination + Hard Work = **SUCCESS** in this Billings shop.

Matt McDonnell started Big Sky Crash Shop in 1973 in a 4 bay garage. It is now a 4 block compound with about 70,000 square feet of building space. "We call it the lean-to project," laughs Matthew McDonnell, "we just kept growing and adding on." And add on they did. Matt McDonnell is the founder of this business and father of three sons that know run this progressive state of the art facility.



Customer Parking at *Big Sky Collision Center*

When Matt McDonnell opened Big Sky Crash Shop he probably could never have imagined what his business would be in 2013. Matt and Shirley McDonnell have 3 sons, Matthew, Bryan and John who are carrying the legacy of Big Sky Collision Center into the future. The work ethic Matt McDonnell learned working with his family on the farm created the basis for the fearless work ethic from the entire family. Matthew McDonnell is kind of the 'go to guy' at Big Sky Collision Center. When asked about titles and who does what, he said, "we're not that much into titles here." What they are into is getting the job done and working well together. Everyone is an officer in the company. John McDonnell runs production, Brian McDonnell works with the estimators, Matthew McDonnell manages insurer relations, works at keeping everyone one task and pinch hits as an estimator when needed. Matt McDonnell, 'Dad' helps wherever needed when he is in town. In fact, last summer one day, I happened to see Matt with a buffer working on a deck lid in the paint department. He hasn't lost his touch.

Big Sky has seen exponential growth since its founding in 1973, moving from that 4 bay shop to the sophisticated collision center it is today. In 1984, Big Sky changed its look and image, adding more space, in 1989 Big Sky upgraded again, adding more space and in 2008 it all came together with the three brothers working with their Father in the 'new' Big Sky Collision Center. This second generation has found the formula to manage today's collision repairers fast, ever changing and challenging business environment. They have adopted a successful 'lean process' by working with their employees. "It has been a challenge and we never would have made it without the cooperation and buy in of our employees," says Matthew, "We listened to what they had to say and implemented their ideas into the system." That has worked well for them. They buy lunch for the crew once a month and talk about the shop and issues they are all facing and work them out. They manage problem solving with everyone involved. McDonnell proudly states, "We have the best crew ever, they have the best ideas and love what they do."

The repair process starts at this shop with the 'blueprint team'. "This takes more time at the front end of the job, but really makes a difference with the repair process", says Matthew, "We know what the job will take, parts, process and labor before we start and it speeds it up and makes a more efficient repair."

The 'lean process' is implemented at Big Sky Collision with a crew of 8 collision technicians, 4A techs and 4B techs; 7 refinish technicians, 3A techs and 4B techs.

"Lean is always a work in process," states Matthew McDonnell, "it was not easy, but we stuck with it and it now is working really well for everybody." They use color coded 'visual indicators' to move jobs through the shop. Everybody in the shop is involved in keeping the cars moving. The body shop and paint shop are in two separate buildings. There are two people in the parts department and two people in the detail shop.



Big Sky hosted Fire Extraction Training through the National Auto Body Council - Matthew, Brian and John are in the ladder bucket.

Big Sky sprays Spies Hecker. There are two down draft booths in the paint building. They use Chief EZ liner frame equipment. The body shop was completely remodeled and updated last year. Walls are painted white and lighting is very good in the work space.

Customer service at this shop is a top priority and the front office reflects that philosophy. It also has been updated and customers quickly become friends once they enter Big Sky Collision. The McDonnell's stay very involved in the community. Matt McDonnell helped start the Billings Industrial Revitalization Program and Matthew continues working with them to grow and refresh the East Side of downtown Billings.

Matthew McDonnell is mindful of their success and how hard they all work towards that.

"Nothing we have done here is our idea," Matthew said, "everything is borrowed - we are the implementers." A humble statement knowing the challenges of growing the successful changes they have made. They give much credit to the Montana Collision Repair Specialists. "We started coming to MCRS meetings, we learned more about our industry. We met Mike Anderson and became involved in a 20 group. We talk to shops in Montana and help each other all the time." "We are lucky, the way it just comes about," said Matthew. The McDonnell's are students of the industry. They come to meetings, seminars and programs and they learn something from everything they do. There may be a little bit of luck involved but this family legacy is built on hard work dedication, commitment and respect for one another and their employees.

*A good formula to live by.*





## ***Collision Industry Survey Launching January 16, 2013***

- ☞ The Collision Repair Education Foundation (CREF) and I-CAR® are working together to seek data for the collision repair industry with the "Industry Snapshot" survey.
- ☞ The survey will be distributed electronically to over 20,000 shop managers and owners (one from each location).
- ☞ An electronic tablet (retail value \$400) will be awarded to one randomly selected respondent that successfully completes the survey.
- ☞ The collected data will be compared to previous benchmarks. Trends over the years will be analyzed, with results published and shared with the industry. The winner of the tablet will be announced within this report.
- ☞ Your participation is greatly appreciated, as your comments will assist in shaping the industry's future workforce.
- ☞ All responses will be kept confidential, respondents will not be contacted, and the list will not be sold or shared.

To Participate in the survey - go to: [https://www.surveymonkey.com/s/Collision\\_Industry\\_Snapshot\\_Survey](https://www.surveymonkey.com/s/Collision_Industry_Snapshot_Survey)

## ***Montana Collision Repair Specialists is working with Montana Skills USA in 2013***

Skills USA is a partnership of students, teachers and industry working together to ensure America has a skilled workforce. Montana Skills USA is an organization working with high school students in a state wide competition. In Montana there will be about 350-500 students that will participate in the Skills competition in 2013, It is not only automotive, this program covers all trades that require a trained skill set. The theme of the 2012-2013 Skills USA program is, "Champions at Work- Prepared with the skills America needs."

The Montana Collision Repair Specialist will be working with Montana Skills USA supporting two competitions: Collision Repair Technology and Automotive Refinishing Technology. The stated purpose of the Skills competitions is: *To evaluate each contestant's preparation for employment and to recognize outstanding students for excellence and professionalism in their field.*

MCRS Secretary-Treasurer Pam Cayer's son, Laramie Kyhl won the Collision Repair Technology contest in Montana in 2010 and represented the State at the National Skills USA Contest in Kansas City. He represented the Sidney Chapter of Montana Skills USA, competing with 37 Montana schools and 440 competitors in different areas of Skills competition. Kyhl's parents, Pam and SJ, own Northstar Auto Body in Sidney. Pam is Secretary-Treasurer of the Montana Collision Repair Specialists and they are very involved in MCRS and the industry.

The 2013 Montana Skills USA Collision Competition will be in Billings at MSU Billings, date to be announced. You can learn more about Montana Skills USA at [www.MontanaSkillsUSA.com](http://www.MontanaSkillsUSA.com). Skills USA helps each student excel! A Skills winner and graduate who started his own business, generously contributes his time and money each year to the program. This is a great program for America's students.



Sidney High School students who attended the SkillsUSA competition included, from left, **Laramie Kyhl, (son of Pam and SJ Cayer, Northstar Auto Body)** Tyler Goss, Tyler Christensen, Cody Whitney, Abby Hermanson, Dylan Wyman,

# Montana Collision Repair Specialist's Scholarship Program Awards 8 Students

This last year, the Montana Collision Repair Specialist's Scholarship Program awarded 8 \$500.00 scholarships to deserving students of the Automobile Collision Repair and Refinishing Program at MSU-Billings. MCRS Board Member Todd Litton, American Auto Body Billings has developed this program, "We are very excited to work with the school and help good young people get into our industry."

## MCRS SCHOLARSHIP WINNERS

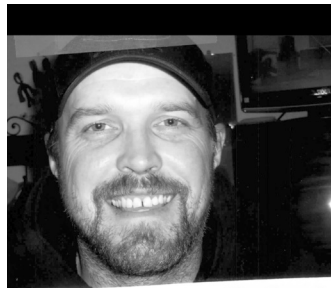
- Christopher Schuldt: Billings, Montana
- Kendrick McKeever: Loma, Montana
- Taylor Keller: Billings, Montana
- Tessa Beley: Laurel, Montana
- Justin Becker: Billings, Montana
- Shane Baird: Judith Gap, Montana
- Tyler Aarness: Billings, Montana
- Dylan Perrault: Billings, Montana



*Justin Becker*



*Christopher Schuldt*



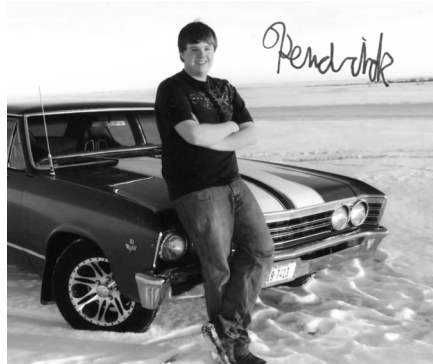
*Dylan Perrault*



*Taylor Keller*



*Shane Baird*



*Aaron Schulenburg*



*Tessa Beley*



*Kendrick McKeever*

### Aaron Schulenburg , Executive Director, Society of Collision Repair Specialists

The Montana Collision Repair Specialists have been an active Affiliate Association of SCRS for 8 years, and from the national perspective, we have seen such refinement and development in their representation of their members during that time period. They have served as a wonderful role model to so many of our new associations who look up to more tenured organizations like MCRS, who provide tangible examples of the success stories that collision repair associations can have for their membership. They consistently demonstrate the value of collaboration, both on the local level and with their peers across the nation, and we couldn't be more proud to have them as part of the SCRS network.

## Legislation Affecting Collision Repairers in Helena

It has come to MCRS attention that there is a request for a bill in the current Montana State Legislature, titled, "Revise laws related to auto repair estimates." It is in Bill Draft LC 1326. There is another bill draft, LC 1329 titled, "Revise Insurance Laws."

These pieces of legislation have been requested by Representative Steve Fitzpatrick from Great Falls, Montana's 20<sup>th</sup> District. Fitzpatrick is a lawyer with the firm of Smith, Walsh, Clark and Gregoire in Great Falls. He serves on the Business and Labor Committee.

MCRS Lobbyist Drew Geiger is monitoring legislation regarding the collision industry in Montana. He is working closely with the MCRS Board. We will keep you informed.



As this progresses and moves forward, be prepared to contact your State Legislators. We may need to act fast. Your actions in the past have made a difference and we will be calling on you again.

*One of the most consistent obstacles to efficient repair processing is the fast procurement of correct parts.*

*If you have been to a Mike Anderson class, there is no need to explain what to expect.*

*If you haven't, you owe it to yourself, your business, your employees and customers to attend this seminar. Opportunities to attend a Mike Anderson seminar are very limited and can cost you several more hundreds of dollars than this class will. Shop owners and managers are typically willing to fly across the country to attend one of Mike's classes so we are extremely proud to offer this rare opportunity to our members, right here at home!*

Gene Dzidza, Collision Craft  
Kalispell, Montana

**\* SHOP DEFINITION REVAMPED: The Collision Industry Conference (CIC) Definitions Committee has drafted some significant changes to its definition of a "Class A Collision Repair Facility." First drafted in the late 1980s and last updated in 2005, the definition has been used in a variety of ways over the years by insurers, associations, government agencies and other organizations. The Definitions Committee is now proposing that it be retitled, "Minimum Requirements For A Collision Repair Facility;" this means that equipment, training and other items that previously under the definition distinguished a superior shop would now be required in order to just be considered a collision repair facility. These requirements include having a documented on-going system for measuring and reporting customer satisfaction; having a shop management system (something only about 10,000 shops have); and belonging to a shop trade association. For More Information go to [www.cic-link.com](http://www.cic-link.com)**

<http://www>

Useful Web Sites:



[WWW.MTCOLLISIONREPAIR.COM](http://WWW.MTCOLLISIONREPAIR.COM)

Society of Collision  
Repair Specialists  
[www.scrs.com](http://www.scrs.com)

Database Enhancement  
Gateway  
[www.degweb.org](http://www.degweb.org)

Collision Industry Conference  
[www.ciclink.com](http://www.ciclink.com)

OE Repair Information Access  
[www.oem1stop.com](http://www.oem1stop.com)



## Montana Collision Repairers

**Here is the Montana Annotated Laws Relating to Collision Repairs.  
Please review and understand the law. This is an important tool for your business.**

- 33-18-224. Designation of specific automobile body repair businesses prohibited. (1) (a) An insurance company, including its producers and adjusters, that issues or renews a policy of insurance in this state covering, in whole or in part, a motor vehicle may not:
- (i) require that a claimant under the policy use a particular automobile body repair business or location for an estimate or a repair;
  - (ii) engage in any act or practice that intimidates, coerces, or threatens a claimant or that provides an incentive or inducement for a claimant to use a particular automobile body repair business or location; or
  - (iii) unilaterally disregard a repair operation or cost identified by an estimating system that the insurer and an automobile body repair business or location have agreed to utilize in determining the cost of repair.
- (b) An insurance company, including its producers and adjusters, that issues or renews a policy of insurance in this state covering, in whole or in part, a motor vehicle may have access to the motor vehicle for purposes of preparing a competitive estimate.
- (2) (a) Except as provided in subsection (2)(b), if an insurance company has direct repair programs with automobile body repair businesses or locations, the insurance company may not limit the number of automobile body repair businesses or locations with whom it maintains direct repair programs.
- (b) An insurance company may limit the number of automobile body repair businesses or locations participating in the insurance company's direct repair program to those automobile body repair businesses or locations that comply with the provisions of subsection (2)(c). An insurance company is not required to establish a direct repair program in a particular market area in which the insurance company's number of policyholders does not support establishing a direct repair program with any automobile body repair business or location.
- (c) Upon request, the insurance company shall provide, without prejudice or bias, the claimant with a list that includes all automobile body repair businesses or locations that are reasonably close or convenient to the claimant and willing to provide services and that meet the insurance company's criteria regarding whether the automobile body repair business or location:
- (i) possesses the equipment necessary to undertake repairs;
  - (ii) undertakes training of management and technical personnel with respect to repair information and the claims process;
  - (iii) agrees to perform quality repairs at the market price and that meet reasonable industry repair standards;
  - (iv) agrees to warrant the quality of work, including refinishing, in writing to the claimant, for a period of not less than 1 year from the date of repair;
  - (v) agrees to inspection of its repairs and services by the insurance company and agrees that the insurance company may terminate the direct repair program with the automobile body repair business or location if the repairs and services are below the standards of quality required by the insurance company; and
  - (vi) if requested, agrees to execute an agreement with the insurance company that may contain additional criteria that are not designed to unfairly limit the number of automobile body repair businesses or locations with whom the insurance company maintains direct repair programs. The additional criteria may include criteria determined to be necessary by the insurance company and designed to ensure that the automobile body repair business or location has the necessary estimating systems and programs and equipment to communicate electronically with the insurance company and that the automobile body repair business or location has taken steps to ensure the privacy of the insurance company and the claimant.
- (d) If the claimant requests the list provided for in subsection (2)(c), the insurance company shall inform the claimant that the claimant may use an automobile body repair business or location at the sole discretion of the claimant.
- (3) For the purposes of this section, an incentive or inducement does not include:
- (a) providing a claimant with the list provided for in subsection (2)(c); or
  - (b) referring to a warranty issued by an automobile body repair business or location.
- (4) The claimant may use an automobile body repair business or location at the claimant's sole discretion, and the insurance company shall pay for the reasonable and necessary cost of the automobile body repair services for covered damages, less any deductible under the terms of the policy. This section does not require an insurer to pay more for automobile body repair services than the market price, as defined in 33-18-222.
- (5) If the claimant uses an automobile body repair business or location that is not on a list provided for in subsection (2)(c), the insurance company may not be held liable for any repair work performed by the automobile body repair business or location chosen by the claimant.
- (6) It is unlawful for an automobile body repair business or location to charge or agree to charge a claimant more than an uninsured customer for any automobile body repair service.
- (7) An insurance company that contracts with an independent adjuster may not be held liable for the independent adjuster's failure to comply with the terms of this section.
- (8) For purposes of this section:
- (a) "automobile body repair business or location" does not include a business or location that exclusively provides automobile glass replacement, glass repair services, or glass products;
  - (b) "claimant" means the person seeking repair of a motor vehicle whether that person is the insured person or a third party making a claim against the insurer.

## **Membership Inquiry Form**

Join the **Montana Collision Repair Specialists!** Full Member Dues are \$300.00 per year and affiliate Member Dues are Effective \$250.00 per year [effective 1/1/2013]. Please fill out the following form and mail to: **MCRS | 1000 Silurian Lane | Sidney, Montana, 59270.**

Business Name: \_\_\_\_\_

Owner's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone:(\_\_\_\_\_) \_\_\_\_\_ Fax:(\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

Type of Business: \_\_\_\_\_

**For information call Janet Chaney at 480.720.2565**

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