

VDA Training



 Increase assessment accuracy by 8%

A two-year research project conducted by the IMI has proven that, following training in the efficient use of modern estimating technology, Vauxhall Approved Network vehicle damage assessors (VDAs) recorded an average 8% increase in assessment accuracy.*

Or better still, consider this:

A VDA who reduces supplementary estimates by just 8%-10% could take on one extra assessment per day, up to five per week and 20 per month.

Increased VDA accuracy means

- Reduced average number of supplementary estimates each month
- Reduced time between submitted estimate and authorised estimate
- Reduced key-to-key time
- Reduced claims costs for all parties
- Increased customer satisfaction

“ It never makes sense for a business to invest significant sums in acquiring technology to make things better, quicker and more efficient and then limit those benefits by not making a relatively small investment in training people in how to use it properly. ”

Tony Neff, Accident Repair Channel Manager
GM UK & Ireland

*This is a real 8% increase against a control group of VDAs undergoing the same tests but without the training.



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VDA Coaching



Increase KPI by 26%

A two-year research project conducted by the IMI has proven that VDAs regularly coached in vehicle damage assessment increased KPI performance by an average of 26% compared with the network average.

- The study looked at monthly performance data of two VDAs regularly coached in damage assessment over 12 months.
- Both VDAs significantly outperformed the network average core KPI in 8 of the 12 months.
- Overall, the VDAs outperformed the network by an average 26% on the core KPI over the 12 months.
- As a result the VDAs are adamant they have the 'skill and will' to maintain their competence level.

“ Any training that is offered I opt to attend. I take all the training on board and apply it to my work. ”

Coached accredited VDA

“ The IMI's research shows that investing in coaching is a cost effective way of driving the return on your technology investment and staff performance. ”

Steve Nash, CEO, IMI



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