

Collision Center News and Events:

[CIC Urged to Define to Different Parts Classifications \(RDN Oct 2018\)](#)

[GM to Require Mitchell for Certified Collision Program \(RDN Nov 2018\)](#)

[SEMA Recap: GM and Volvo Certification; CIC Highlights; and SCRS Speakers \(RDN Nov 2018\)](#)

[Analyzing the Technician Shortage \(Fender Bender Nov 2018\)](#)

[JD Power Examines Digital FNOL Photo Estimating \(RDN Nov 2018\)](#)

[JD Power Auto Claims Satisfaction Survey \(RDN Nov 2018\)](#)

[Average Length of Rental for Q3 Flat Compared to 2017 \(Collision Week Nov 2018\)](#)

[GM Says Repair Quality to be 60% of Score in Certified Program \(RDN Nov 2018\)](#)

[Audatex Uses AI to Predict Total Losses \(RDN Nov 2018\)](#)

[Nissan Certified Program Evolves \(RDN Nov 2018\)](#)

[Nissan Certified Referrals to Consider Shop Rankings \(RDN Nov 2018\)](#)

[Colorado Dealership Asserts it Won't Deviate from Repair Procedures \(RDN Nov 2018\)](#)

[I-CAR Announces Changes to 2019 Gold Class Overhaul Plans \(RDN Nov 2018\)](#)

Technical and Training:

[Five Tips from the DEG \(RDN Nov 2018\)](#)

[Researching and Correctly Interpreting Repair Procedures \(ABRN Nov 2018\)](#)

[10 Tips Every Estimator Should Follow \(RDN Nov 2018\)](#)

[CCC Updates Motor Guide P-Pages with New Details on Scanning and Painting \(RDN Nov 2018\)](#)

[Mike Anderson VW Repair Procedures Highlights \(RDN Nov 2018\)](#)

[VW Repair Procedures Related to Seam Sealer \(RDN Nov 2018\)](#)

[CAPA Announces New Standard for Aftermarket Rearview Cameras \(RDN Nov 2018\)](#)

[Subaru Technician Booklet Suggestions Restriction on Rear Bumper Repairs \(RDN Nov 2018\)](#)

Leadership and Organizational Success:

[Limiting Liability Through Loaner Fleet Contracts \(Fender Bender Nov 2018\)](#)

[Connecting with Customers \(Fender Bender Nov 2018\)](#)

[Continuously Adapt Mindset to Meet Expectations of an Evolving Industry \(ABRN Nov 2018\)](#)

[Catering to the Customer \(Fender Bender Nov 2018\)](#)

[Build Customers for Life Prioritizing These Three Focuses \(ABRN Nov 2018\)](#)

[How to Get the Most out of Your Financial Statements \(Fender Bender Nov 2018\)](#)

Regulations, Legislation, and Government:

[True Costs of Work-Related Injury \(ABRN Nov 2018\)](#)

[Six Steps to Building a Health Insurance Plan \(Fender Bender Nov 2018\)](#)

[Cost of Auto Claims May Rise Because of Tariffs \(RDN Nov 2018\)](#)

[Reviewing Auto Body Safety Basics \(Body Shop Business Nov 2018\)](#)