

Accidents and risk management By Cathy Parker.

Two great speakers presented at the May AfMA breakfast focussed on accidents. Karen Knight CEO of Crash Management Services talked about "after the accident", covering the increasing complexity of repairing accident damage due to the technology in modern cars, and how this has increased the demands for training and expertise for repairers.

She outlined the SRC (Structural Repair Certified) qualification for repair shops, and noted that of 1,300 repairers in New Zealand only 350 are SRC qualified. She also discussed that to ensure the vehicles structural integrity it is now more common

to replace rather than repair panels, and rather than welding this may involve bonding and riveting.

The second speaker was Jim Wiles, NZ fleet risk manager at Lumley Insurance.

Jim covered the Torque safety programme Lumley provides primarily to heavy vehicle fleets, and in particular how attitude is the greatest risk on the road. He showed some graphic demonstrations of what bad attitudes can do, illustrated with DriveCam in-vehicle footage.

One of his quotes certainly hit a spot with attendees: "A true professional gives an amateur the right to be wrong."