



# AWARDS UPDATE

CATEGORY  
**CAR PANEL REPAIR & TRIM SERVICES**

## INKERMAN PANELS WINS ACHIEVERS AWARD AGAIN

This year sees Inkerman Panels win the Australian Achievers Award for its 4th consecutive time, attesting to the high esteem in which the company is held throughout the industry.

The highly acclaimed award recognises excellence in Customer Service and Relations, an accolade that Inkerman Panels is well renowned for. The company's excellence in service delivery has been the subject of reviews in journals and magazines nationally and in several countries around the world, setting the benchmark for the ever evolving industry.

Mr G R Harwood, National Director of the Australian Achievers Award, has singled out Inkerman Panels by saying: "It's quite obvious from all our surveys this year that Inkerman Panels has treated its clients the best in Melbourne, setting a very high benchmark for others to follow". Continued Mr Harwood: "Customer satisfaction is their number one priority; surpassing even the attention to detail and absolute commitment to quality they claim is unparalleled in the industry".

At a formal ceremony on 22nd October presenting Inkerman Panels with the Award, Mr Harwood explained the rigorous criteria by which businesses are judged, and that Inkerman Panels sat comfortably in the elite top percent of industry. He said he understands that the unique aspect of Inkerman Panels is that it is extremely demanding of itself, benchmarking its entire operation to world's best practice. With their "one call does it all" motto, Inkerman Panels listens to their customers and often tailor makes a set of procedures to accommodate particular requirements. He put that down as a distinguishing factor of what he called "the Inkerman Panels difference".

Inkerman Panels' Mr Andy Holzer was delighted with the win saying "Delivering a fine quality repair, on time and with the highest level of customer service, is the minimum standard for a business in 2010 and beyond".

Mr Holzer explained to the assembled crowd that although he was



*Bryce Phillips from Makin & Luby, left, congratulates Andy Holzer on his win*

the recipient of the actual trophy, the award goes to the entire Inkerman Panels team, who have made it happen year after year by embracing the continuous improvement culture that is imbued in the business. He also congratulated trade technicians who had completed their apprenticeships and welcomed several new apprentices.

*"It's quite obvious from all our surveys this year that Inkerman Panels has treated its clients the best in Melbourne, setting a very high benchmark for others to follow."*

*Geoff Harwood congratulates the Inkerman Panels team on their outstanding achievement*



For close on 60 years and spanning three generations of hands on management, Inkerman Panels is rightly proud of its reputation for quality workmanship and superior customer relations. Its trail blazing 24 Hours Customer Care Line set new standards for the industry, as did the employment of a dedicated customer liaison officer.

Inkerman Panels' dedication to customer care has obviously been recognised - it now boasts third generation customers, many of whom travel in from country areas to experience the Inkerman Panels difference!

# THE INKERMAN PANELS DIFFERENCE

## ● PRESS RELEASE ●

# I-CAR AT INKERMAN PANELS

Internationally acclaimed I-CAR, with offices around the world, has opened a centre in Australia offering expert training in vehicle reinstatement.

Renowned for their meticulous training programmes on technologically advanced vehicles, I-CAR has forged an alliance with Inkerman Panels whereby they have custom-made a training programme to meet the workshop demands specifically required by the St Kilda based company.

A first in Australia, I-CAR will conduct the training sessions at the Inkerman Panels repair centre for all its staff, introducing skills and techniques designed to meet the rigours of new vehicle technology.

Mr Richard Pratt, CEO of I-CAR Australia, is looking forward to working with Inkerman Panels, a company he regards today as being in the forefront of the repair industry. Says Richard: "With Inkerman Panels accredited by leading car manufacturers and being preferred repairers for the finest cars on the road, they are ideally placed to be industry leaders in the fast evolving new technology."

Inkerman Panels' Mr Andy Holzer has warmly welcomed the alliance, saying "We are constantly looking to upgrade and advance our skills, and what better way than by tapping in to the technology offered by I-CAR". He added "We strive to excel in quality and service delivery - this alliance offers a



*Richard Pratt delivers the I-Car seminar at Inkerman Panels*

marvellous opportunity to lead the way in superior vehicle reinstatement."

I-CAR and Inkerman Panels are both regarded as leading edge, and the alliance can only bode well for the car repair industry in general. With new levels of technological excellence being reached, Inkerman Panels will continue to set the standards of achievement in the industry.

Inkerman Panels initiative and drive for excellence translates into greater benefits for the insurance industry. Work providers and fleet managers can

guarantee their clients total peace of mind with unparalleled attention to quality and customer service. With only one quote being required, images of the damage are emailed to the Insurer with authorization to proceed being granted almost immediately. With such streamlined procedures in place, Inkerman Panels' close relationships with Insurers guarantees efficiency and cost effectiveness throughout the repair, making for happy satisfied customers every time.

Their alliance with I-CAR will further enhance their efficiency to the benefit of Insurers and customers alike.



*Left: In attendance at the seminar were senior insurance company personnel and Inkerman Panels staff. One insurance training participant flew in from Queensland just for the evening.*

## THE FINEST QUALITY IN COLLISION REPAIRS