



**mrc malaysia**  
motordata research consortium sdn bhd

**Motordata Research Consortium**  
a Heitech - MNRB Company

[www.mrc.com.my](http://www.mrc.com.my)

## Introduction to MRC

## Bridging the Automotive Repair & the Malaysian General Insurance Industry



### About Us

Formed on 1st November 1998, Motordata Research Consortium Sdn Bhd (MRC) was formed with the key objective to reduce the subjectivity in the motor insurance claim. By using researched, proven vehicle panel replacement times, along with an accurate, standard retail parts price database, the MRC was able to offer the insurance industry a new platform to improve claims processing and increase transparency for each of the stakeholders.

Being the appointed standard bearer for claims data, the MRC, also has the responsibility to accredit and audit any motor insurance estimating software that wishes to operate in the Malaysia market. Part of this compliancy is to supply all claims information into our central industry database, whereby the data is collated and analysed for further improvements and recommendations for Malaysian Insurers.

The current shareholders of the MRC are HeiTech Padu Berhad and MNRB Holdings Berhad that are both public listed companies on the first board of the Malaysian Stock Exchange.

In Partnership with

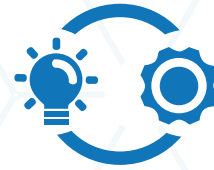
**Thatcham  
Research**  
*Safer cars, fewer crashes*

A member of





# Introduction to MRC



**Implement**



**Establish**



**Certify**

## Our Mission

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Our fundamental mission is to reduce subjectivity and provides transparency in the motor insurance claims estimation and compensation. We also have our social responsibility to ensure that vehicles damaged in an accident are repaired using the correct methodology equipment, and skills in order to be safely put back on the road.

Educating and accrediting employees within this process is also part of MRC's social responsibility and one of our key long-term goals.

## Our Role

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In October 1998, PIAM, with the endorsement of Bank Negara Malaysia (BNM), decided upon improving market practices in the management of motor insurance claims. This included setting standards to further control against the perception of fraud, raising of vehicle repair standards and for the protection of consumers.

Using international "Best-in-Practice" research, data and systems, MRC has continued to play a significant role on behalf of PIAM constant improvement, education and awareness of vehicle technological changes in order to have accurate claims processing.

MRC automotive systems to effectively improve the day-to-day operation of the key stakeholders in the motor repair industry.

## Management Team



Steve Miller  
Chief Executive Officer



Suzana Mohamad  
Chief Operating Officer



Nik Khairil  
Nik Khalid  
Chief Finance  
Officer



Jonny Lim  
Chang Lee  
Chief Technology  
Officer



Steven Wong  
Koon Hong  
Chief Information  
Officer



Mohd Hairul  
Khaidzir  
Chief Automotive  
Technologies Officer

## Board Members



Dato' Sri Mohd Hilmei  
Bin Mohd Taib  
Director



Dato' Mohd Fadzli  
Bin Yusof  
Director



Datuk Johar  
Bin Che Mat  
Director



Zaharudin  
Bin Daud  
Director



Salmi Nadia  
Binti Mohd Hilmei  
Director

## Our Shareholders



HeiTech  
Padu Sdn Bhd  
Shareholder

Heitech Padu Berhad. Leading IT Solutions and Services provider in Malaysia. Formerly known as PNB Information Technologies Sdn. Bhd, started as an EDP Division. After a major success in the computerisation project for the National Postal Department, Heitech was established in 1994 to embark into the information technology (IT) business to provide a wide and complete range of IT services. Heitech now provides value-added information system consultancy, application outsourcing services, and product as well as technology services.



MNRB  
Holdings Berhad  
Shareholder

A leading reinsurance organisation in Malaysia. For more than 30 years, it has played a strong stabilising role in the development of the country's general reinsurance business, and creating headlines in the global arena. MNRB is committed to providing quality services to cater to the industry's demand for a more secure corporate future. Supported by strong fundamentals and a proven track record, MNRB is fast gaining international recognition for its professionalism in the reinsurance and insurance business.



## Our Local Partners



### **Persatuan Insurans Am Malaysia (PIAM)**

The Insurance Association of Malaysia (PIAM) was formed in 1979, and includes all General Insurers in Malaysia.

Core objectives are focused on improving the insurance industry standards by engaging all stakeholders and member companies to deliver on supporting the National Agenda for Malaysia.

## AMLA

1981

### **Association of Malaysian Loss Adjusters (AMLA)**

Supporting every licensed loss adjuster in Malaysia, AMLA aims to provide accredited and quality support services to Malaysian Insurers ensuring a high level of expertise is available.



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

### **Bank Negara Malaysia**

The Central Bank of Malaysia holds the regulatory and supervisory position over all Insurers, Takaful Operators and Loss Adjusters in Malaysia.



### **Federation of Automobile Workshop Owners' Association of Malaysia (FAWOAM)**

Promoting the interests of the automobile repair industry in Malaysia, FAWOAM is a non-profit making association made up of vehicle repairers who act as a collective voice on behalf the vehicle repairers to promote high standards of industry support.

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## Our International Partners



### Thatcham Research

The motor Insurance Repair Research Center (Thatcham) was established in 1969 by British Motor Insurers. Their main aim was to carry out research targeted at containing or reducing the cost of motor insurance claims, whilst maintaining safety and quality standards in the UK Industry. The centre also has a vehicle impact testing laboratory and a sled facility for non-destructive testing. Thatcham conducts research and produces data which assists in the efficient, safe and cost effective repair of damaged motor vehicles. They also work closely with vehicle manufacturers to influence the design of new vehicles. Their aim is to improve safety and security.



### Institute of the Motor Industry (IMI)

The IMI was formed in the UK almost 100 years ago with the goal of improving all aspects of the motor industry in the UK. Since then, the IMI has grown into an internationally recognised organisation that dedicates itself to education & learning, accreditation and improvement of standards to meet today's challenges in the automotive industry. Offering over 600 qualifications and courses, the IMI provides the global environment with the quality and standard assurance that today's automotive employees are empowered with the knowledge and skills to embrace the changes ahead.

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## Our International Membership



### Research Council for Automobile Repairs (RCAR)

RCAR is an international body of insurance industry financed research centres whose primary activity is concerned with the engineering aspects of accident repair, safety, and training requirements associated with motor vehicles.

RCAR works towards reducing insurance costs by improving automotive damageability, repairability, safety and security in which MRC is the 18th international country member. RCAR also provides a networking forum for the exchange of ideas, and to assist fellow member in their research programs. Annual conferences are held around the world to table research findings, and to enable vehicle industry members to share their expertise which can lead to global investments and opportunities.

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1. AZT Automotive GmbH Allianz Centre for Technology Ismaning. Munich, Germany.
2. Bilskadekomiteen. Oslo, Norway.
3. Centro Zaragoza. Zaragoza, Spain.
4. CESTAR. Milano, Italy.
5. CESVIMAP. Mapfre Research & Road Safety Centre. Center Avila, Spain.
6. CESVI Argentina. Buenos Aires, Argentina.
7. CESVI Brazil S/A. Sao Paulo, Brazil.
8. Folksam Auto AB. Vaxjo Sweden.
9. Insurance Corporation of B.C. Research & Training Centre. Vancouver, Canada.
10. Vehicle Research Center Insurance Institute for Highway Safety (IIHS). Washington D.C., USA.
11. The Jiken Center Co. Ltd. Tokyo, Japan.
12. Korea Automobile Insurance Repair Research & Training Center KART. Icheon, Korea.
13. KTI, Kraftfahrzeugtechnisches Institut und Karosseriewerkstatte GmbH & Co. KG. Lohfelden, Germany.
14. Lansforsakringsbolagens AB Engineering competence Centre. Stockholm, Sweden.
15. The Manitoba Public Insurance Corporation, MPI, Physical Damage Centre. Winnipeg, Canada.
16. Insurance Australia Group IAG - Technical Research Centre. Sydney, Australia.
17. State Farm Research. Illinois, USA.
18. Tech-Cor Inc. Illinois, USA.
19. THATCHAM, The Motor Insurance Repair Research Centre. Berkshire, UK.
20. VAT, Finnish Motor Insurance Centre. Helsinki, Finland.
21. CESVI Mexico. Toluca-Nucalpan, Mexico.
22. AXA Winterthur Accident Research. Winterthur, Switzerland.
23. CESVI France Zone d'Activites de Chalembert. Jaunay-Clan, France.
24. CESVI Colombia. Tenjo-Cundinmarca, Colombia.
25. **MRC, Motordata Research Consortium. Kuala Lumpur, Malaysia.**
26. China Automobile Association CAA. Beijing, China.

## Our Services



The vehicle research team at MRC build, localize and manage a single national centralized database of automobile parts prices and vehicle panel replacement times for use as a standard in the processing and recording of automobile claims estimating.

As a member of the Global organization RCAR (Research Council for Automobile Repair), the MRC uses expertise, partnerships and systems to ensure Malaysia has the benefit of this global organization in the local market.

### Building Vehicle Information & Repair Data

Our Plaza database building platform is a comprehensive vehicle information system that compiles of vehicle information, a standard vehicle parts structure, vehicle repair times mechanisms and a vehicle insurance group rating platform. Used globally, Plaza is the key tool provided by the MRC in order to provide the accurate databases to its clients.

Plaza utilizes manufacturers part numbers and up-to-date retail parts prices, whilst applying generic parts descriptions to allow ease of parts identification for the preparation of repair estimate. This information is updated bi-monthly and the research team constantly add new vehicles as soon as they are released on Malaysian roads.

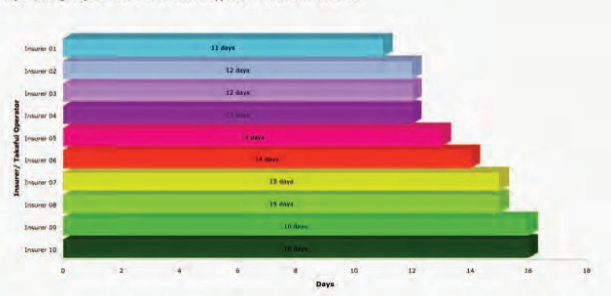
Changes in the parts prices are also monitored in order to provide insurance companies and repairers the information to plan and manage potential future losses.

Using research and data provided by vehicle manufacturers, the vehicle repair times provided is a comprehensive database for use to estimate the time required to remove and replace vehicle panels and parts. Plaza also incorporates the repair methodology to meet manufacturers specifications.

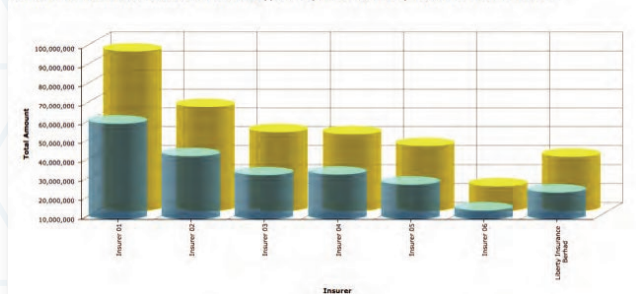
# ICAP

Integrated Claims and Automotive Portal

Top 10 Average Days and Numbers of Estimate Approved on 01/07/2018 to 31/07/2018



Variation in Total Amount Estimated vs. Total Amount Approved, by Insurer / Takaful Operators on 01/07/2018 to 31/07/2018



## Providing Major Insurance Big Data Analysis

Providing data and analysis to the motor insurance stakeholders is a key service provided by the MRC. Using our ICAP data repository, the MRC provides a business intelligence tool to all its stakeholders to allow analysis, benchmarking and immediate claims performance monitoring.

Assisting insurance companies, ICAP presents industry data in a real time platform for claims, actuarial and marketing teams to analyse performance, areas for improvement and to ensure qualified and accredited personnel are involved in the claims and repair process.

In addition, ICAP, being a consolidated data repository also allows it to provide up-to-date data feed to any fraud detection by any insurance or any regulatory body. For vehicle manufacturers', ICAP provides the ability to identify vehicle parts supply leakage, price comparisons and assists on accurate parts price setting to ensure the vehicle has the best opportunity to be repaired correctly.



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## Our Accreditation & Training Programmes

One of MRC's key objectives is to assist participants of the motor repair process to improve their skills and technical knowledge. Setting a benchmark for the industry and taking advantage of our international partners, the MRC provides education and training that covers the complete process of vehicle repair.

Offering an international qualification, not only does the MRC up skill the motor industry in Malaysia, but it also provides its students with a qualification that is recognized globally as a measurement of quality and standard.

The education program provided by the MRC is specifically aimed at the long term progression of all its stakeholders; namely,

**Vehicle Repairers**  
**Insurance Companies**  
**Loss Adjusting Organisations**

The MRC is active in collaboration with each of the stakeholders and provides the qualifications as part of the Malaysian governments Human Resource Development Fund program.





**INSTITUTE OF THE  
MOTOR INDUSTRY**

## **Institute of the Motor Industry (UK) Qualifications provided by the MRC in Malaysia**

### **Insurance process & Parts Identification (QAP 1)**

- Understanding Car Designs, Parts and Parts' Terminology
- Types of Car Designs and Materials
- Vehicle Body Part Descriptions
- Panels & Service Parts
- Standardization on Parts Terminology
- Electronic Estimating
- Data Integrity in Estimating

### **Estimating & Repair Methodology (QAP 2)**

- Understanding Vehicle Repair Times
- Understanding Vehicle Repair Processes
- Usage of Electronic Estimating Systems
- Estimation Process and Methods of Evaluation
- Understanding Vehicle Safety & Specifications
- Vehicle Damage Assessment Processes
- Case Studies
- Practical and Assessment Day

### **Mechanical Electrical & Trim (MET) (QAP 3)**

- Body & Paint Operation Flow
- Collision Repair Fundamentals
- Body And Repair
- Fundamental OEM Repair Procedure
- Understanding OEM Body Repair
- Components And Parts Verification
- Practical Assessments

### **Structural Body Repair (QAP 4)**

- Body & Paint Operation Flow
- Collision Repair Fundamentals
- Applying proper repair procedures to uphold the vehicle body structure integrity
- Carry out proper sectioning, welding and measuring according to the correct repair method
- Understanding OEM and researched body repair methodologies
- Practical Assessments

## Our Products



The AutoPad vehicle repair estimating system has been developed for a handheld (tablet) device. It's focus is on a menu based, retail environment to facilitate the "Smart" Repair offering.

Each estimate created is created using touch screen technology and the function of communicating with the vehicle owner via photograph or video allows the service advisor to clearly demonstrate the area of damage or repair required. On screen authorization provides the client with instant approval for the work to be carried out.

### Benefits

#### Speed

An accurate estimate produced in less than two minutes, which provides the dealer with an efficient tool to prepare retail, warranty and internal estimates.

#### Consistency

The menu pricing ensures consistency across a dealer network.

#### Convenient

The menu pricing system provides a tool to be able to offer an accurate repair estimate by service advisors

#### Integration

AutoPad has connectivity with all Dealer and Bodyshop Management systems.







AutoPad Connect is an in-depth reporting and analysis tool for those users of AutoPad that require an accurate business tool to help understand the business further.



## Benefits

### Accuracy

Real time data from all AutoPad users in the network.

### KPI Tracking

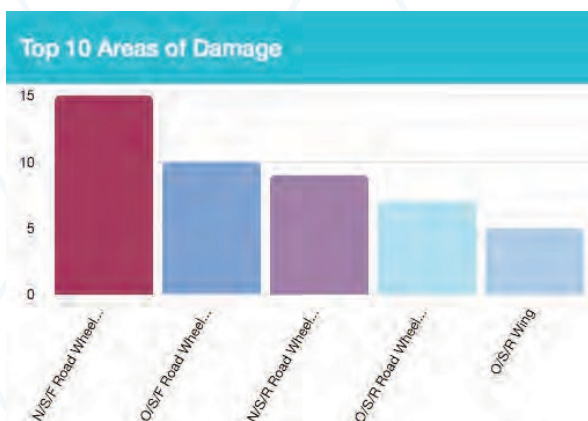
Set benchmarks for sales and performance and measure against each dealer or central KPI.

### Bespoke Reporting

Plan/report on what is key measurable data from AutoPad for the network.

### Capacity Planning

Ensuring each dealer is operating to it's full potential by allocating "Smart" repairs efficiently.



# BODYNET

BodyNet is a web based application to manage vehicle repair bodyshops. BodyNet includes complete functionality to operate an efficient bodyshop business of any size.

Covering three core modules, BodyNet consists of the following areas:

- **Bodyshop Management**
- **Shopfloor Data Collection**
- **Vehicle Repair Tracking**

## Benefits

### Accessibility

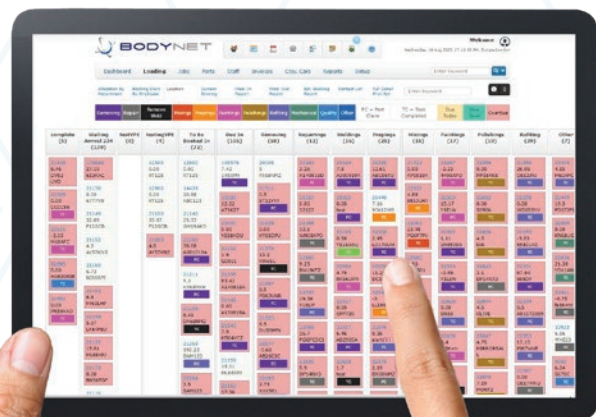
No hardware requirements ensures easy accessibility, and each module can be prioritised for each department in the business.

### Information

In a multi-shop environment, BodyNet requires no additional connectivity or setup, and data is consolidated for all bodyshops, into one environment.

### Simplicity

While providing all the functionality for all size of bodyshop businesses, BodyNet can be setup quickly and easily to gain maximum advantage from this technology leading application.



BodyNey Shopfloor is a Real Time Employee Clocking and Booking System.

Employees can confirm attendance for the day when they clock-in and book tasks using a keyboard or mobile device on the Shopfloor.

We built a facility for workshop staff to monitor their own tasks and the vehicles they have driven. They themselves can also know how many hours they have taken to perform each task.

Every activity is transparent in the management module.



## Benefits

### Data Collection

No longer are manual time reports used to calculate pay reports and bonus systems.

### Re-Work Features

Re-work is also measured to view how much labour revenue has been lost do to re-work.

### Security

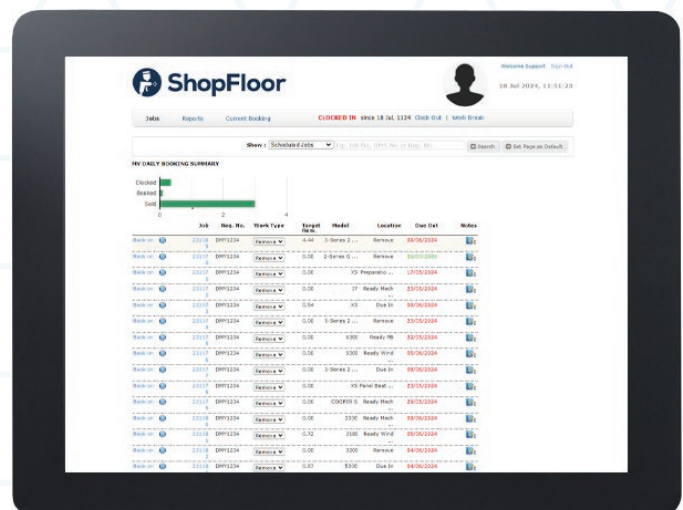
Accessed via PC, Mobile, or Tablet using PIN or barcode security.

### Recording

Record idle time and non productive hours, making the measuring of utilisation, productive and non productive efficiency easy.

### Bonus Status

Employees are able to view their real time bonus status.





A nighttime photograph of a city skyline. In the foreground, a multi-lane highway interchange is illuminated by streetlights, with light trails from moving vehicles. The background features a dense urban landscape with numerous skyscrapers, some of which are lit up. The sky is dark with some clouds. A dark diagonal shape covers the bottom-left corner of the image, containing contact information.

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Malaysia.