



REFINISH PERFORMANCE MANAGEMENT REPAIR PLANNING #2



SEMINAR LENGTH

1 Day
8:00 am to 5:00 pm

WHO SHOULD ATTEND?

Repair Center Owners or
Managers
Estimators / Repair Planners with
more than 5 years of experience
Customer Service Representatives
Production Managers
Insurers
Jobber Representatives

Are you looking for ways to increase your average repair order? Are you afraid you are missing items you could be getting paid for?

Designed for the experienced estimator or repair planner, this course is designed to help you improve the consistency of your estimates, understand new technologies and repair procedures required by OEMs and justify repair times so you can effectively negotiate with your insurance partners.

We will also discuss:

- If you repair vehicles properly and to OE standards
- About alternative substrates and some repair considerations for each
- How to document structural damage and some not-included items for structural components
- How to document mechanical damage
- How to examine vehicle systems, including SRS, steering, and parking assist,
- How to negotiate refinish operations, including weld burn damage, inner structure color, second color setup, basecoat reduction and much more

PRE-WORKSHOP ASSIGNMENT

Bring an estimate of a welded-in quarter panel for a car. Be sure to bring the vehicle photos.

COST

Contact your distributor or Refinish Performance Management team for pricing information

SPONSOR

[insert]

LOCATION

[insert]

KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

- To raise the gross profit dollars and percentage on closed ROs.
- To reduce multiple supplements on ROs.
- To write more complete estimates.
- To refine their negotiating skills to reduce friction with work providers.
- To create a more formal process for preparing estimates / repair plans.

COURSE OUTLINE

1. Do You Repair Vehicles Properly?
2. Review of Repair Planning #1 Course
 - Vehicle construction
 - Visual damage assessment
 - Reasons to disassemble
 - Documenting damage
3. Alternative Substrates
4. Documenting Structural Damage
5. Panel Replacement
6. Documenting Mechanical Damage
 - Analyzing damage on advanced systems
7. Documenting Refinish Operations
 - Weld burn damage
 - Inner structure color
 - Second color setup
 - Basecoat reduction
 - Paint and materials caps
8. Auditing
9. Scorecard, Time Management and Work Area Setup

HOW DOES THIS COURSE DIFFER FROM SIMILAR COURSES IN THE COLLISION INDUSTRY?

- Taught using a highly interactive, guided learning model to keep attendees engaged in the learning process.
- Numerous hands-on exercises related to the vehicle collision industry, which help emphasize the principles taught. You can also use the exercises in your repair center during your own implementation.
- Professional student guide and online resource guide.

BENEFITS

- Designed to increase consistency of estimates resulting in higher insurer satisfaction with claims handling practices.
- Designed to improve understanding of how to justify times in a win-win negotiating fashion leading to improved accuracy in estimating and a higher average repair order.

