



# Axalta Services



## Program Overview

At Axalta, we are always listening to the voice of our customers, YOU! We take a hard look at our products and services to determine how we can better meet your evolving needs. This focus on continuous improvement is the foundation of **Axalta Services** - your source for an industry leading, value-added program specifically designed to help you improve profitability.

Our goal is to work with you to implement the strategy best suited to your needs. We offer a broad range of proven solutions to help bodyshops work smarter, faster and more profitably. Whether you are looking for more effective ways of attracting and keeping customers, practical methods for improving shop productivity or better tools for managing your business, Axalta Services can help you achieve your goals.

## 4 Categories of Service

Providing services designed to help improve your business practices and ultimately drive profitability.



### EDUCATION

Experts at Axalta Services have integrated solid management practices and industry-specific best practice to develop a series of valuable courses to help make you and your staff more productive and efficient.



### COACHING

The depth and breadth of our experience helps us to help you implement process improvements for your business with flexible and adaptable strategies customised for your shop.



### TOOLS

Our tools, which include i-Services and e-Learning, can be used individually or as an integrated suite, are designed to help you improve the way you market and manage your business.



### PERFORMANCE GROUPS

Performance groups are a practical and integral way to tap into the benefits of business benchmarking and increasing networking opportunities.



Scan to view the Axalta Services' website  
or visit [www.axalta.com.au/axaltaservices](http://www.axalta.com.au/axaltaservices)



# 4 Categories of Service



## EDUCATION

Based on your training needs we offer both facilitator led training events as well as a series of eLearning modules. Our facilitators are either subject matter experts or Axalta Services Consultants who have extensive industry experience. We've incorporated our eLearning modules as pre-work, where appropriate, to ensure all attendees have a common background on the course topic prior to attending the class.

### Courses Include:

- Pre-Lean
- Lean Foundations
- Lean 5S and Work Area Optimization
- Parts Management
- Repair Planning
- Optimizing Paint & Material Systems
- General Management - Financial
- General Management - Recruitment, Hiring and Training
- General Management - Process Standardization and Improvement

### Paint and Materials

- Optimising Paint and Material Systems



## COACHING

When you take advantage of our coaching resources, you can expect a consistent, outcome-based approach. One of the keys to the coaching process is that the results can be directly measured in the scorecard of KPI's that your repair centre is measured against by insurers and others. Our coaches have access to Axalta's educational series to provide you with the necessary education information and use a customer toolkit for consistency.

### Benefits:

- All coaches are certified in the DMAIC consulting process, apply the method and use a consensus-building model to aid in implementation and enhance results
- Coaching packages are designed to be outcome-based to help you get the desired process improvement upon completion.
- Clearly defining the problem, measurements required and suggested improvements and then connecting those suggestions to analysis of real data can help to improve accuracy and buy-in by affected parties.
- The control plan is designed to keep your repair centre on track during implementation and sustain the process beyond implementation.



## TOOLS

Axalta Services tools are designed to improve how you market, sell and operate your business.

### WEB Based

- Business Analysis Benchmarking
- OEM Performance Analysis Tool
- Booth Capacity Analyser
- Booth Profitability
- KPI Tracking Tool
- Paint Department Optimiser
- Proficient Repair Analysis
- Booth Energy Calculator
- Customer Satisfaction Indices (CSI)
- i-Services
- Paint and Material Audit - Booth, Technical, Product Mix
- Layout and Design CAD
- Production Planning and Parts Management
- Standard Operating Procedures
- Batching Tools
- Shop Planning



## PERFORMANCE GROUPS

- These groups provide a forum for bodyshop owners to share their ideas and views on a variety of topics applicable to the bodyshop, such as marketing, productivity and efficient operations.
- A comparison of bodyshop data to a national and regional average is available.
- Other discussion topics will vary to suit group desires.

### Axalta Coating Systems

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