



### EDUCATION



### Lean Foundation Course Overview

Collision repairers may have been exposed to various lean principles through reading or attending courses. Often short-term gains or improvements are made, but process improvement either stalls or regresses.

What if your leadership team could learn a problem-solving model which they could use to create a culture of continuous improvement driven by their co-workers?

If the improvements came from within, would you have a better chance of making an improvement or having been sustained?

This course will further challenge you to refine your implementation of these types of processes:

#### Scientific Problem-Solving Method

This course aims to help you “discover” the definition of lean and how its scientific problem-solving methods can be applied to the collision industry.

- Understand how to utilise data from the “Voice of the Customer” as a compass to make decisions.

#### Kaizen Leadership and Team Building

Continuous improvement is the aim of a lean thinkers system. Fostering the mindset of Kaizen is the aim of the lean leader.

- Practicing brainstorming, Fishbone and 5 Why exercises are used to refine your leadership skills, to enable the lean culture you would sustain.
- Fostering open-mindedness and being willing to try new things are key skills that are reinforced.

#### Practical Application of Lean Principles

We will briefly review the 5 fundamentals of lean for a common language.

- You will participate in an exercise to reinforce these concepts with a variable piece production example
- To challenge attendees, we will also work on applying these methods to various collision repair problems such as:
  - preventing multiple supplements and parts orders (auditing the repair plan)
  - Minimizing parts-related problems (Parts Management)
  - Solving the problem of delayed closing or balancing files.



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### Who Should Attend?

- General Managers, Production Managers, Repair Planners, Shop Owners or Managers.

### Course Outline:

- Lean Definition
- Production Exercise (numerous rounds applying learnings)
- Scientific Problem-solving Method
- Lean Approaches
  - Point Kaizen
  - Kaikaku
- Kaizen Leadership
  - Forming a Kaizen team
  - Act as a kaizen team to solve collision-related problems
- Creating an Action Plan to aid in implementation

### Course Benefits:

- Reduced repair cycle times and fewer supplements
- Improved ability to use technology to get the right part the first time
- Improved understanding of the importance of mirror matching
- Improved ability to understand the difference between markup vs. gross profit strategies.

### How does this course differ from similar courses in the repair industry?

- Taught using a highly interactive guided learning model to keep attendees engaged in the learning process.
- Numerous hands-on exercises related to the collision industry, which emphasise the principles taught. You can also use the exercises in your bodyshop during your own implementation.

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