



REFINISH PERFORMANCE MANAGEMENT

COMMERCIAL FLEET DAMAGE ANALYSIS



SEMINAR LENGTH

1 Day
8:00 am to 5:00 pm

WHO SHOULD ATTEND?

Repair Center Owners or
Managers
Estimators / Repair Planners
Customer Service Representatives
Production Managers
Insurers
Jobber Representatives

Designed to help reduce friction with your work providers utilizing a standard damage analysis approach. This course discusses a very simple process to assess damage using techniques to help justify getting paid for the work you perform!

A heavy emphasis is placed on:

- Positive negotiation with work providers.
- Common methods of justifying judgment times (frame & paint).
- Exercises to calibrate your judgment times.
- The commonly missed p-page items.
- Techniques for overcoming material caps.
- End-of-estimate line improvements.
- The use of estimate audit tools.

COURSE EMPHASIS

- Refining the parts ordering, receiving, invoicing and returning processes
- Improving your understanding of how to fully kit a parts cart, which means that all of the parts necessary for the repair of the vehicle are stored in their proper place on the parts cart before the repair begins
- Improving your understanding of how to implement a parts management process to help optimize the repair center's parts gross profit margin and reduce the number of parts-related supplements
- Reviewing a written parts policy to assure desired process improvements are understood
- Setting you on a path to improving parts-related productivity and flow of work through your repair center

KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

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



COST

Contact your distributor or Refinish Performance Management team for pricing information

SPONSOR

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LOCATION

[insert]

COURSE OUTLINE:

- Understand the simple 5-step process to prepare a damage analysis
- How to find and assess damage the first time
- Introduce a more formal process for preparing estimates / repair plans
- 5-step process
- Sector system
- Introduce a method to affect positive negotiations with work providers
- Deciding factors on repair vs. replace
- Defining common methods of justifying judgment times
- Perform various visual exercises to calibrate your judgment times
- Review commonly missed p-page items
- Justify improved mechanical and frame times
- 4 steps to optimizing structural repair time
- Methods to justify mechanical times
- Methods of justifying improved paint times
- Methods for overcoming material caps
- Improvements in your end-of-estimate item collection
- Tips for using estimate audit tools

HOW IS THIS COURSE DESIGNED TO BE EFFECTIVE?

- 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 library.

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.