



Refinish Performance Management

LEAN LEADERSHIP



Lean is a new business strategy aimed at removing excess costs and wastes in order to better delight the customer and drive profits. Using the Kaizen process, lean businesses continuously make improvements to the way the business operates in order to reduce their operating costs. Running this type of organization requires a leadership that encourages improvement, a focus on people as the key asset of the business and a new type of leadership.

Learn the key principles of leading and transforming a lean business!

This program includes:

- An overview of lean principles including, kaizen
- A look at staffing models / organizational structures which support improvement
- An examination of your staff as an asset, and the payoff for the focus on a culture of improvement
- Recruiting, testing, and interviewing people for an organization focused on continuous improvement
- Roles and accountability for everyone in the organization
- A leadership versus management approach using the situational leadership model
- How to establish, coach and hold team accountable

SEMINAR LENGTH

- 8 hours

WHO SHOULD ATTEND?

- Repair Center Owners or General Managers
- Dealership Fixed Operations Managers
- Production Managers
- Technician Team Leaders

COST

Contact your distributor or Refinish Performance Management team for pricing information.

SPONSOR

LOCATION





KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

- Desire to raise their understanding of lean and kaizen
- Desire to understand the role of a leader in a lean organization
- Desire to recruit, interview and develop the right people for a lean organization
- Desire to generate a sense of purpose in a lean organization
- Desire to establish and coach successful teams

COURSE OUTLINE

1. Module 1 – Lean / Kaizen Overview
 - Problems with traditional management
 - Addressing the costs of business
2. Module 2 – Staffing models to support improvement
 - Servant leadership
 - Leader's role
 - Relationship of roles
3. Module 3 – Human Resource Basics
 - People as assets
 - Keys to developing the right people
 - Orientation of the organization – True North
 - Recruiting and interviewing
 - Coaching and Mentoring
 - Situational Leadership model applied to the technical and management roles
4. Module 4 – Principles of Leadership
 - Leadership vs management
 - Buy in vs purpose
 - Sustaining change
5. Module 5 – Teaming Basics
 - Establishing targets
 - Coaching to targets
 - Accountability

HOW DOES THIS COURSE DIFFER FROM SIMILAR COURSES IN THE COLLISION 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 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

- Increased profits through a reduction in operating costs
- More efficient and engaged staff members
- Increased consistency and improved quality caused by a consistent purpose in the organization

FOR MORE INFORMATION

In the United States:
1.855.6.AXALTA
axalta.us

In Canada:
1.800.668.6945
axalta.ca