



REFINISH PERFORMANCE MANAGEMENT PARTS MANAGEMENT



Parts sales generally represent 35% to 45% of the total sales in a typical repair center and are found on approximately 97% of all repair orders. Because of this, it is imperative that you have a solid parts management process to ensure all repairs flow smoothly and you maximize your parts profitability.

In this course, we will discuss the best practices for ordering and receiving parts with the goal of reducing the number of parts-related supplements and the delays caused by having to wait for these parts. We will also discuss the benefits of having an established process to post invoices and process returns, which can help ensure that invoices are posted properly and returns are processed in a timely manner. Finally, we will discuss the best practices for meeting with potential vendors and negotiating a win-win relationship with the goal of establishing a mutual agreement as to service and pricing expectations.

SEMINAR LENGTH

4 hours

WHO SHOULD ATTEND?

Parts Managers / Coordinators
Repair Planners
Production Managers
Estimators
Repair Center Owners or
Managers

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



COST

Contact your distributor or Refinish Performance Management team for pricing information

SPONSOR

[insert]

LOCATION

[insert]

KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

- Willingness to implement new systems or processes
- Need to reduce repair cycle times
- Seek consistent repair processes
- Desire to improve customer satisfaction and on-time delivery statistics
- Wish to explore processes to improve profitability

COURSE OUTLINE

- Ordering Parts: Ensuring order accuracy per part type, handling parts comparisons, dealing with backorder parts, writing line properties correctly
- Receiving Parts: Steps to receive a part, refining mirror matching activities, storing parts efficiently and handling returns at time of delivery
- Posting Parts Invoices and Processing Returns: Handling labor credits, core charges and returns and avoiding restocking fees
- Negotiating a Preferred Vendor Relationship: Conducting a face-to-face vendor meeting and establishing your vendor policy

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 collision industry, which help emphasize the principles taught
- Professional student guide and online resource guide

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