



REFINISH PERFORMANCE MANAGEMENT PRODUCTION MANAGEMENT



This interactive Production Management course is designed to set you on a path to improving productivity and flow of work through your repair center

COURSE EMPHASIS

- Better understanding the pre-repair or pre-production activities necessary to ensure that the vehicle repair meets customer, insurer, fleet and dealer standards and can flow smoothly through the production process
- Better understanding and improving the production activities that affect your product, your processes and your people
- Defining the role the Production Manger plays in producing a quality product
- Helping to improve your understanding of the process to implement a linear flow of production through your repair center
- Introducing you to the Axalta tools available to help you implement the practices introduced in this course
- Reviewing the key leadership strategies needed to implement the changes suggested and refine your managerial skills

SEMINAR LENGTH

1 Day
8:00 am to 5:00 pm

WHO SHOULD ATTEND?

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

KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

- Willingness to implement new systems or processes
- Desire to improve technician efficiency
- 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



COST

Contact your distributor or Refinish Performance Management team for pricing information

SPONSOR

[insert]

LOCATION

[insert]

COURSE OUTLINE

1. Barriers to Production: Exercise to identify production barriers and their causes
2. Pre-Production Activities: Review of damage analysis, scheduling, check-in, prewash, repair planning, on-vehicle notes and auditing
3. Production Activities - Your Product: Per-department ways to reduce the time-to-repair and material consumption; review of work standards and quality standards to ensure a quality repair
4. Production Activities - Your Process: Review of the production walk through and release meeting; introduction of flow management and how to implement an innovative production planning board
5. Production Activities - Your People: How to recruit staff, orient and train new staff and lead / manage using the situational leadership model

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

- Designed to reduce repair cycle times and supplement frequency to drive work from insurers and fleets
- Designed to improve ability to identify barriers to production and the actions necessary to reduce them
- Designed to improve CSI through better communications within the repair center and with customers
- Designed to improve repair quality by reviewing the items necessary to ensure Product Performance Success
- Avoid starting a lean transformation without having the basic processes in place