



REFINISH PERFORMANCE MANAGEMENT REPAIR PLANNING #1



SEMINAR LENGTH

1 day
8:00 am to 5:00 pm

WHO SHOULD ATTEND?

Repair Center Owners or
Managers
Estimators / Repair Planners with
less than 5 years of experience
Customer Service Representatives
Production Managers
Insurers
Jobber Representatives

The goal of repair planning is to write a thorough damage analysis. In this course, designed for newer estimators and repair planners, we'll start by discussing basic vehicle construction so you better understand why vehicles behave the way they do in collisions. We'll discuss how to analyze vehicle damage and document it in a way that reduces friction with your insurance partners. We'll also discuss proven techniques for justifying body repair times, part type selection and refinish operations.

In addition, we'll discuss:

- Basic roles and responsibilities of the estimator
- How a vehicle behaves in a collision, its construction and some basic repair considerations
- How to perform a visual damage assessment
- Reasons why the vehicle needs to be disassembled and how to determine if the vehicle is fully disassembled
- How several key vehicle systems operate, including A/C, interior and exterior lights, backup cameras and the suspension system
- How to negotiate refinish operations, such as gravel guard, prepping raw plastic components, finish sand and buff, and more

PRE-WORKSHOP ASSIGNMENT

- Bring an estimate of a welded-in core support. Be sure to include the vehicle photos.

KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

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



COST

Contact your distributor or Refinish Performance Management team for pricing information

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LOCATION

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COURSE OUTLINE

1. The Role of a Repair Planner
2. Documenting Damage
3. Vehicle Construction
 - How a vehicle behaves in a collision
 - Materials and repair considerations
4. Identifying Vehicle Damage
 - Visual damage assessment
 - Reasons to disassemble
5. Documenting Body Damage
 - Body time justifications
 - Assessing Vehicle Mechanical Systems
6. Documenting Part Type Selection
7. Documenting Refinish Operations
 - Gravel guard
 - Prepping raw plastic components
 - Extending clear to natural breaking point
 - Finish sand and buff
 - Feather, prime and block
8. Auditing

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 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.
- Improved understanding of the importance of mirror matching
- Improved ability to understand the difference between markup vs. gross profit strategies