



REFINISH PERFORMANCE MANAGEMENT

ADVANCED ESTIMATING UTILIZING OEM PROCEDURES

Facilitator: **Scott Simmons**



SEMINAR LENGTH

February 21, 2019

8:00 am to 5:00 pm

WHO SHOULD ATTEND?

Repair Center Owners or
Managers

Estimators / Repair Planners with

more than 5 years of experience

Customer Service Representatives

Production Managers

Insurers

Jobber Representatives

Are you looking for ways to increase your average repair order? Are you afraid you are missing items you could be getting paid for?

Designed for the experienced estimator or repair planner, this course is designed to help you improve the consistency of your estimates, understand new technologies and repair procedures required by OEMs and justify repair times so you can effectively negotiate with your insurance partners.

We will also discuss:

- How to repair vehicles properly and to OE standards
- How to document structural damage and some not-included items for structural components
- How to document mechanical damage
- How to examine vehicle systems, including SRS, steering, and parking assist,
- How to negotiate refinish operations, including weld burn damage, inner structure color, second color setup, basecoat reduction and much more

PRE-WORKSHOP ASSIGNMENT

Bring an estimate of a welded-in quarter panel for a car. Be sure to bring the vehicle photos.

COST

Jobber will invoice shops after the class is held

SPONSOR

Industrial Finishes & Systems

LOCATION

Industrial Finishes & Systems Education Center

3865 Mira Loma Dr

Reno, NV 89502

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 their negotiating skills to reduce friction with work providers.
- To create a more formal process for preparing estimates / repair plans.



COURSE OUTLINE

1. Repairing Vehicles Properly: Researching OEM Position Statements / Repair Methods, work authorization
2. Improving Your Sales Mix
3. Documenting Structural Repairs
4. Panel Replacement
5. Accessing Vehicle Mechanical Damage
6. Documenting Refinish Operations: weld burn damage, underside / inner structure color, second color setup, blend with a panel, basecoat reduction
7. Auditing
8. Quality Control

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.
- Access to course material, tools and templates.

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.
- Build your personal Implementation Improvement Plan on what you learned in the class and want to apply back at the shop to improve your current processes in place.