

**Increasing Efficiency
and On-Time Delivery**

One Day of Training



Sustainable Repair Planning & Parts Organization

Presented by Your Business or Association

Are you ready to hit the reset button on repair planning? Great concepts, but they wouldn't take hold in your shop? Is work piling up in Estimating? Are you screening phone calls concerning when jobs will be completed? Are you constantly losing or damaging parts? Is obtaining the correct parts one of the primary reasons for your backlog of work? You could be one of many shops with statistics like these!

- The average DRP shop takes 9.4 days to appraise and upload the average \$3,700 job.
- 63.9% of those jobs require supplements
- The average supplement is \$850, representing 22.9% of the damage missed on every claim.
- It is even worse if the shop accepts a field written appraisal and adopts it as their repair plan. These failures turn into work orders, hijacking the average shop for 12 - 15 days, killing profit and CSI

Buy-In is the Key to Sustainability. The result of hundreds of shops failing at repair planning led to this class. No single method of repair planning will indeed work for every business. However, successful shops agree that in each of their adopted processes, hard-and-fast rules must be followed every time to win. A list of Unchangeable regulations must be developed and adopted by the employees carrying out the duties, or

it's destined for failure. If your employees can't see how they will benefit, don't force the issue until you can fully explain how they will also profit, and then they start leaning-in. Don't feel alone. If you have mastered repair planning yet fail to accurately source, check in, and mirror-match the required parts. Cutting-edge shops have developed a team approach between the production floor and the parts department. This class shares many process secrets and unchangeable regulations that lead to a winning culture and deliver;

- 4 - 5-day Cycle Times
- Over 200% Shop-Wide Employee Efficiency
- 95% On-Time Delivery
- Higher Employee Compensation

Managers comment, Repair Planning and Parts Organization have transformed our business. Even in this post covid collision shop marketplace. It's impressive how everything quiets down and the work flows. Shops are busier than ever, and they're just busting out the work. Nothing looks different. It's the process of Repair Planning and Parts Organization that has changed everything. The Managers promise never to go back to the way it was.



Ralph Defibaugh is a Collision Shop consultant He opened his own collision business in 1986 , and it grew into a four-location MSO in Upstate New York, which he sold in 2010. He was also an exclusive trainer for PPG Industries from 1997-2020. He holds many industry accreditations. He is President of Benchmark Consulting Services, offering business and process solutions for the collision industry. He was also past president of The N.Y. State Auto Collisions Technicians Association.

Your Logo

Your Meeting Place

This one day class will be held in

Your city

Your Date, from 8:00 AM to 4:30 PM

Your set Price Per Person

**Support your business and or
Association**

**Capacity for this event is — people,
*Your Sustainability begins
with this event.***

We will cover comprehensive reviews of;

- Suggested disassembly tools and process
- Shop layout discussion disassembly areas and parts
- Repair Planning staff and Job descriptions
- Written guide for shops that use CCC ONE Work Flow
- Discussion of OEM Research and repair liability
- Non-verbal Release meetings
- Setting Production Plans for each employee and department
- Discussion regarding complete shop team compensation or Bonus Plans
- How to create a caring shop culture

**We have to stop doing the same things we
have always done. Our employees and
Industry have changed so must our
Repair and Parts Procurement Process**

Handouts supplied are actual in-process Unchangeable regulation examples implemented by real collision shops today, averaging 5 - 7 day cycle times and over 95% on-time delivery. Even in today's post-pandemic recovery crisis.

- The answer is not hiring new people or additional construction
- It's examining your existing shop layout to use set defined repair planning areas for disassembly and account for the required parts carts, shelves, and bin storage locations
- It's coming to grips with what it takes to achieve Zero Defects
- It's involving the Parts dept. Personnel before the initial parts order is placed
- It's mirror matching every part by seasoned parts staff, rewarded for accuracy
- It's taking a hard look at your real-time Repair Planning Capacity, which now includes OEM Research
- It's adapting and changing your existing employee roles and pay plans that paralyze your business instead of enhancing it with a team culture that cares and performs
- Its pre-qualifying customers and assignments to protect production floor efficiency
- It's creating a culture in your business that eliminates what you already know won't work
- It's finding what you've missed before it's too late on every job
- It's learning to apply what you already know, along with the information you'll take away from this class

There is no easy button, and you'll have to do the heavy lifting. You'll have to lead your team in adopting the required process modifications. Cutting Edge businesses are already figuring this out, and you'll need to catch up. Or you will be left behind by your local competition, who are already finding out what it takes to win in this "New Normal." Your new culture can never coast because change is the only constant we have.